

# **COMMUNITY RESPONSIBILITIES FOR MAKING NEIGHBORHOOD POLICING WORK IN SAN DIEGO: A RESOURCE GUIDE FOR INDIVIDUALS, COMMUNITY GROUPS, AND BUSINESSES**

San Diego Police Department  
Neighborhood Policing Resource Team  
Revised April 2004

The San Diego Police Department (SDPD) is committed to working in a problem-solving partnership with individuals, community groups, and businesses, as well as with schools, hospitals, religious groups, private organizations, and other government agencies to fight crime and improve the quality of life for the people of San Diego. Problem solving is a key component in the Department's philosophy of Neighborhood Policing, which focuses on community crime and disorder problems and recognizes the need for close relationships between the police and other elements in the City to identify and solve problems. However, Neighborhood Policing cannot succeed on the efforts of the police alone. All elements of the City have responsibilities to fulfill.

A great deal has been written on police responsibilities in Neighborhood Policing. This document focuses on community responsibilities in Neighborhood Policing, i.e., those of individuals, community groups, and businesses. Relatively little has been written on this aspect of Neighborhood Policing. The responsibilities of schools, health care providers, religious groups, private organizations, and other government agencies that deal with public health, safety, welfare, housing, criminal justice, etc. are also critical; however, they are beyond the scope of this document.

Twelve community responsibilities are defined and discussed in this document. The topics considered in each are outlined in the Table of Contents.

This guide is published as part of the SDPD's continuing efforts to promote Neighborhood Policing. It is also available in the Crime Prevention and Education section of the Department's website at [www.sandiego.gov/police](http://www.sandiego.gov/police). A hard-copy version is also available in Spanish. Any comments or concerns should be directed to:

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## **SUMMARY**

The San Diego Police Department (SDPD) is committed to working in a problem-solving partnership with individuals, community groups, and businesses to fight crime and improve the quality of life for the people of San Diego. Problem solving is a key component in the Department's philosophy of Neighborhood Policing, which focuses on community crime and disorder problems and recognizes the need for close relationships between the police and other elements in the City to identify and solve problems. However, Neighborhood Policing cannot succeed on the efforts of the police alone. Both the police and the community have many responsibilities to fulfill. Police responsibilities in Neighborhood Policing have been discussed in other publications. This publication highlights the responsibilities of community members, which are summarized below.

### **VOICING CONCERNS ABOUT CRIME AND DISORDER PROBLEMS**

Don't wait until crimes occur, accidents happen, or problems get out of control. Raise your concerns within your community, with the Community Relations Officer at your local SDPD Area Station, or with the Community Service Officer at your local SDPD Storefront or Satellite Office.

### **REPORTING AND PROVIDING INFORMATION ABOUT CRIMES AND SUSPICIOUS ACTIVITIES**

For reporting purposes, crimes are considered as either emergencies or non-emergencies. You should report emergencies by calling **911**. These include crimes that are in progress or about to happen, and ones that have resulted in serious personal injury, property damage, or property loss. Other criminal and suspicious activities are considered as non-emergencies and should be reported to the SDPD at **(619) 531-2000**, or to the appropriate SDPD unit or other agency with primary responsibility.

To provide information about a crime that is under investigation, call the detective handling the case. If you do not know the detective's name, call your local SDPD Area Station and ask to speak with the detective assigned to the case. If you think you might have information concerning a serious crime or felony suspect and you don't want to "get involved," call Crime Stoppers at **(619) 235-TIPS**.

### **REPORTING OTHER PROBLEMS AND INCIDENTS**

The SDPD is not responsible for dealing with all of the problems and incidents that affect public health, safety, and welfare, although in many cases it works with other agencies in addressing them. Problems involving graffiti, litter, animals, unsafe street conditions, certain municipal code violations, and suspected child and elder abuse should be reported to the agencies that have the primary responsibility.

### **HELPING TO CONVICT AND PUNISH CRIMINALS**

If you are a crime victim or witness you have a civic duty to testify in court to help convict and punish criminals. Criminals cannot be prosecuted in many cases if community members fail to fulfill this responsibility. After the criminal is convicted, community members involved in the case can appear before the judge at the sentencing hearing to show support for the victim and make suggestions for appropriate punishment.

You can also make a citizens' arrest of a person suspected of committing a crime. Reasonable force can be used to hold that person until a police officer arrives. However, you should never get involved if your safety might be at risk. It is often better to get good descriptions of any persons and vehicles involved, call the SDPD immediately, and offer your assistance in identifying and prosecuting the suspects.

### **GETTING HELP WITH PERSONAL AND FAMILY PROBLEMS**

If you have personal or family problems that you cannot handle by yourself, you have an obligation to get help before the problems get out of hand and cause further difficulties. The *Community Services* section in the Pacific Bell yellow pages lists agencies that provide various social and crisis intervention services in the following areas: alcohol and drug abuse, child abuse and family violence, counseling, health care, housing, legal assistance, mental health and crisis intervention, missing children and runaways, rape and sexual assault, senior services, suicide prevention, and youth and teen services. Call the United Way INFOLINE at **(619) 230-0997** or see the Community Service Officer at your local

SDPD Storefront for additional information and referrals. Help in conflict resolution can be obtained from various mediation services. Persons who are victims or witnesses of crimes can get help from the San Diego County District Attorney's Victim/Witness Assistance Program at **(619) 531-4041**. Information on City services can be obtained by calling **(619) 615-6111**, an automated system that provides recorded answers to the most frequently asked questions 24 hours a day, 7 days a week.

## **EXERCISING PARENTAL AUTHORITY**

Good citizenship begins at home. As parents and guardians you bear the primary responsibility for the actions of your children. You must set good examples for your children at home and in the community, teach morals and values, provide a safe home environment, make sure that your children get a good education, direct your children into constructive activities, be involved in their activities, make your children responsible and accountable for their actions, etc.

Nonetheless, children can be influenced by peer pressures and pick up bad behavior outside the home. You must learn to recognize signs that indicate your child may be involved in gangs, drug and alcohol abuse, graffiti vandalism, and other problems, and deal with them as early as possible. You must also make sure that your children abide by the curfew law, attend school, drive safely, stay away from guns, etc. If you cannot deal with these problems on your own, you can get help and referrals from the Juvenile Services Team at your local SDPD Area Station.

Parents and guardians who fail in these responsibilities may be legally liable in various ways for the acts of their children. They may be charged with contributing to the delinquency of a minor, and held liable for restitution, fines, penalties, and civil damages.

## **EMPLOYING CRIME PREVENTION MEASURES**

A great deal of crime prevention material on personal, family, property, and business safety and security is available at no charge at the SDPD Storefronts and Satellite Offices, and in the Crime Prevention and Education section of the Department's website at **[www.sandiego.gov/police](http://www.sandiego.gov/police)**. The SDPD is responsible for making this material available. It is your responsibility to obtain and employ it. Other crime prevention services that the SDPD provides include home and business security inspections, and speakers on crime prevention for community meetings. You can request these by calling the Neighborhood Policing Resource Team at **(619) 531-1554**.

## **KNOWING ABOUT CRIME AND DISORDER IN YOUR COMMUNITY**

A first step you can take in addressing and solving crime and disorder problems in your community is to become informed about the kinds, frequencies, and locations of such incidents. A great deal of statistical information about crime by neighborhood is now available on the Internet. Residence locations of registered sex offenders are also available. City public libraries have some summary statistical information as well as computer terminals for Internet access. Although comparable information on disorder is not available, the existence of graffiti, litter, abandoned vehicles, and other code violations should be obvious to concerned residents.

## **ADDRESSING AND SOLVING COMMUNITY PROBLEMS**

Individual and community actions can address and solve various types of crime and disorder problems without the direct involvement of the SDPD. Many examples exist on ways community members have dealt with drug properties, illegal activities on rental properties, security of rental units, habitability of rental units, litter and trash, pollution, inoperable vehicles, graffiti, neighborhood conflicts, and crime in general. Communities can also take action against some of the root causes of crime by boycotting and picketing uncooperative businesses and landlords, and by holding job fairs and community events.

## **WORKING WITH THE POLICE TO SOLVE OTHER PROBLEMS**

You can also work with the police to solve other types of problems. Many examples also exist of successful problem-solving partnerships between the SDPD and neighbors, property owners, community groups, and businesses.

## **VOLUNTEERING SERVICES**

The SDPD has many opportunities for you to do volunteer work in its Volunteers in Policing (VIP), Retired Senior Volunteer Patrol (RSVP), Crisis Intervention, Volunteer Police Interpreters, Cadet, Reserve Officer, Intern, and Emergency Management programs. You can also participate in community organizations such as Neighborhood Watch and Citizens Patrol that are recognized and supported by the SDPD, as well as in various youth programs and groups that deal with specific problems.

## **COMMENTING ON SDPD PERSONNEL PERFORMANCE IN NEIGHBORHOOD POLICING**

You can provide a useful service by providing comments, favorable as well as unfavorable, on the performance of SDPD personnel in their practice of Neighborhood Policing. These comments should be directed to the Division Captain at your local SDPD Area Station.

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## **I. INTRODUCTION**

The San Diego Police Department (SDPD) is committed to working in a problem-solving partnership with individuals, community groups, and businesses to fight crime and improve the quality of life for the people of San Diego. Problem solving is a key component in the Department's philosophy of Neighborhood Policing, which focuses on community crime and disorder problems and recognizes the need for close relationships between the police and other elements in the City to identify and solve problems. However, Neighborhood Policing cannot succeed on the efforts of the police alone. Both the police and the community have many responsibilities to fulfill.

## **II. POLICE RESPONSIBILITIES**

Police responsibilities in Neighborhood Policing include:

- Participating in community groups and activities
- Listening to community concerns
- Prioritizing, addressing, and solving certain community problems
- Helping the community address and solve other problems
- Establishing and supporting crime prevention programs
- Responding to calls for service
- Investigating crimes
- Apprehending those who commit crimes
- Helping to convict persons charged with crimes
- Providing various other police services

The SDPD is continually training its officers, detectives, supervisors, and other personnel in these responsibilities to implement the goals of the Neighborhood Policing restructuring project that began in 1993. It also provides training to other government employees and community members through the San Diego Regional Community Policing Institute, which offers classes and workshops free of charge throughout the year on such topics as: community policing and problem solving, ethics and integrity, mediation and conflict resolution, nuisance and graffiti abatement, crime prevention, code compliance, community mobilization, etc. Call **(619) 531-2554** for more information and a schedule of upcoming classes.

A great deal has been written on police responsibilities in Neighborhood Policing. This document focuses on community responsibilities in Neighborhood Policing, on which relatively little is available.

## **III. COMMUNITY RESPONSIBILITIES**

Community members, groups, and businesses are responsible for:

1. Voicing concerns about community crime and disorder problems
2. Reporting and providing information about crimes and suspicious activities
3. Reporting other problems and incidents
4. Helping to convict and punish criminals
5. Getting help with personal and family problems
6. Exercising parental authority
7. Employing crime prevention measures for personal, family, property, and business security
8. Knowing about crime and disorder in your community
9. Addressing and solving certain community problems
10. Working with the police to address and solve other problems
11. Volunteering services to police and other community groups
12. Commenting on SDPD personnel performance in Neighborhood Policing

This document provides information to help individuals, community groups, businesses, property owners, and others fulfill these responsibilities.

## 1. VOICING CONCERNS ABOUT PROBLEMS

Don't wait until crimes occur, accidents happen, or crime and disorder problems get out of control. Raise your concerns within your community or directly to the SDPD.

**a. In the Community.** Speak up at community planning board, community council, PTA, church group, political action group, and other community group meetings. Also participate in political rallies and debates, City Council hearings, etc.

**b. To the Police.** Call the Community Relations Officer (CRO) at your local SDPD Area Station to discuss your concerns and to obtain the names of community groups and persons in your community to contact about your concerns. You can also contact a Community Service Officer (CSO) at your local SDPD Storefront or a Volunteer in Policing (VIP) at a local SDPD Satellite Office. The table on the next-to-last page gives the addresses and phone numbers of the SDPD's Area Stations, Storefronts, and Satellite Offices. If you have concerns about matters outside your community, call the CRO at the appropriate SDPD Area Station.

## 2. REPORTING AND PROVIDING INFORMATION ABOUT CRIMES AND SUSPICIOUS ACTIVITIES

Reporting crimes and providing information about crimes in a timely manner are responsibilities of individuals. For reporting purposes, crimes are considered as either emergencies or non-emergencies. Emergencies should be reported by calling 911. These include crimes that are in progress or about to happen, and ones that have resulted in serious personal injury, property damage, or property loss. Other criminal and suspicious activities are considered as non-emergencies and should be reported to the SDPD or other agencies on other phone numbers, as discussed in Subsection 2.b below.

Persons reporting crimes are routinely asked for their names, addresses, and phone numbers. This is done so that they can be contacted later if necessary during the investigation of the crime. Persons desiring to remain anonymous should request that they not be contacted by the officers responding to the call. Even if contacted later by a detective, the identity of the caller will not be revealed to anyone involved in the crime. In this sense, reports of crimes are treated as confidential and the identity of the caller is protected. However, if the case goes to trial, the report could be released to the prosecuting agency and, under the rules of discovery, to the defense. It could also be subpoenaed in a civil trial. (See Sec. 4.a.1 for a discussion of the responsibilities of individuals to testify in court to help convict and punish criminals.)

The ability of the police to locate and arrest criminals often depends on the thoroughness and accuracy of the report you submit. The following information checklist should be used for reporting both emergency and non-emergency crimes:

- Type of crime
- Location: exact street address and nearest cross street
- Time of occurrence
- Weapons used
- Number of persons injured and types of injuries
- Vehicle information: type, license number, color, year, make, model, unusual characteristics (e.g., dents, bumper stickers), number of persons, etc.
- Suspect information: race, gender, age, height, weight, hair color, hair length and style, eye color, facial hair, clothing type and color, other characteristics (e.g., tattoos, missing teeth, scars, glasses), direction of flight, etc.

**a. Emergencies.** Emergencies include crimes that are in progress or about to happen, and ones that have resulted in serious personal injury, property damage, or property loss. They also include situations in which the suspect may still be at the scene and some suspicious activities. By calling **911** you will be linked to the appropriate police as well as fire fighting, medical, and ambulance services. You don't need money to call **911** from a pay phone.

When reporting an emergency be prepared to give an accurate description of the location, especially if you are calling from a mobile cellular phone or a fixed phone in a multi-unit building. The operator has no way of knowing where you

are if you are using a cellular phone. He or she can determine your street address only if you are calling from a fixed phone. If you are calling from a gated community or facility, be sure to give the operator the gate access code. Answer the operator's questions about the emergency and don't hang up until you are told. However, an officer will be dispatched even if you cannot speak or hang up.

**911** calls on cellular phones have increased dramatically over time and are currently overloading the California Highway Patrol dispatchers, who receive all of these calls. It is estimated that nearly 60 percent of these calls are either accidental or for non-emergencies. Time spent handling these calls prolongs response times for real emergencies. Accidental calls can be reduced by disabling the phone's auto-dial **911** feature. **911** calls other than those involving crimes should be limited to life-threatening situations to which emergency personnel have not yet responded. For example, a parked vehicle not blocking traffic lanes is not considered an emergency; it should be reported on a non-emergency line.

Some examples of crime emergencies that should be reported by calling **911** are:

- Fights, sexual assaults, etc.
- Homicides
- Burglaries and robberies in progress
- Flashlight beam in a business or home, especially if the business is closed or the residents are away
- Domestic violence
- Child and elder abuse
- Sounds of gunshots, screaming, barking dogs, breaking glass, explosions, alarms, etc.
- Hit and run accidents with possible injuries
- Vehicles containing weapons or property not normally kept in vehicles
- Ongoing dumping of fuel or other hazardous substances
- Road hazards that require immediate attention to prevent personal injuries and property damage
- Graffiti and other acts of vandalism in progress
- Runaway juvenile or missing person who needs special care -- be sure to tell the operator if the person needs medication and has a special problem, e.g., Alzheimer's disease

Persons seen doing the following should also be reported by calling **911**:

- Driving under the influence of alcohol or drugs
- Entering a neighbor's home when the neighbor is away
- Forcing an entry of a home, business, or vehicle
- Exhibiting unusual mental or physical symptoms that poses a threat to him/herself or others
- Removing property from a business, home, or vehicle, especially if the business is closed or the residents are away
- Carrying or wearing bloody clothing
- Struggling with a resisting child
- Trying to or actually using a vehicle to pick up a person by force, especially a child or female

Parents can use the following safety tips to teach their children the proper way to use **911** to report emergencies:

- Never say "nine eleven." There is no eleven on a telephone keypad or dial. Always say "nine-one-one."
- Always call from a safe place. If there is a fire in the house, get out first and then call.
- Post your address near the phone.
- Never call **911** as a prank or joke. You can get into trouble and keep someone who really needs help from getting it in time.
- **911** is not for animal emergencies. Call your vet or the County Department of Animal Control at **(858) 278-9760**.
- Call **911** if you think you have an emergency and explain the situation to the dispatcher.
- If you call **911** by mistake, don't hang up. Explain the mistake to the dispatcher and say there is no emergency.

**b. Non-emergencies.** These can be reported to the SDPD or to the law enforcement agency with primary jurisdiction.

**1- San Diego Police Department.** The SDPD's 24-hour number for non-emergency calls and general information is **(619) 531-2000**. (You can use **(858) 484-3154** from Carmel Valley, Rancho Bernardo, Rancho Penasquitos, and San Pasqual.) **Crimes and suspicious activities that fall into this category are: (a) those that don't involve serious personal injury, property damage, or property loss; (b) ones in which there is no possibility that the suspect is still at the scene or is likely to return to the scene; and (c) ones for which an immediate response is not needed.** If there is any doubt as to whether the situation is an emergency, it is always better to be on the safe side and call **911**.

**In the special case of school violence, there is a 24-hour Safe Schools Hotline that students, teachers, and parents can use to provide anonymous tips to the SDPD about safety concerns and potential problems at their school. The number is (800) 499-1116.** The calls will be answered by a police dispatcher who will ensure that the warnings get prompt attention. However, actual school emergencies should still be reported by calling **911**.

The SDPD response to non-emergency calls will depend on the relative seriousness or priority of the situation, the likelihood of making an arrest at the scene, and the availability of an officer. Response times are the longest for so-called "cold crimes" like home burglaries where the perpetrator has fled the scene, no suspects exist, and the victim is in no further danger.

Some example situations that may not be emergencies are:

- Home and business burglaries in which the suspect is gone from the scene
- Open or broken doors or windows in businesses or homes, especially if the business is closed or the residents are away
- Stolen checks and credit cards -- also call the financial institutions involved to have them stop payments of checks and verifications of charges
- Impersonation and stolen identification, e.g., drivers license
- Auto theft and vandalism
- Hit and run accidents with no injuries
- Minors violating curfew
- Loud parties -- the person calling must be willing to sign a complaint
- Road hazards that don't require immediate attention
- Past instances of graffiti or other vandalism
- Past instances of child or elder abuse
- Runaway juvenile or missing adult who does not need special care
- Car or building alarms
- Underage drinking
- Accumulations of consumer goods, especially in good condition and not in use in homes, garages, and storage areas

Persons seen doing the following may not be emergencies:

- Disturbing the peace, i.e., loitering, panhandling, noise making, and harassing others
- Soliciting without a license, not displaying a valid registration card, or operating between the hours of 9:00 p.m. and 8:00 a.m.
- Going door-to-door, or into side or back yards in a residential area
- Loitering near a business or home, especially if the business is closed or the residents are away
- Loitering near schools or parks
- Looking into parked vehicles
- Running other than for exercise
- Carrying property at an unusual time and place
- Entering and leaving property on daily or regular basis, or in large numbers, especially at night
- Drunk in public but not in any immediate danger

- Exhibiting unusual mental or physical symptoms but not a danger to themselves or others
- Offering goods for sale at ridiculously low prices
- Making a quick change of vehicles

Vehicles seen doing the following may not be emergencies:

- Moving slowly, especially without lights at night, in aimless or repetitive manner, or near schools or parks
- Parked and occupied at an unusual time or place
- Parked for more than 72 hours, possibly abandoned, or otherwise parked illegally on city streets
- Parked on city streets but cannot be operated safely thereon because of a missing part or piece of equipment
- Being dismantled or repaired, especially at night or in a parking lot, garage, or non-business location
- Being used for business transactions, especially near schools or parks
- Being driven in an erratic manner

You can also report non-emergency situations and suspicious activities directly to some investigative units during normal business hours if you have enough information for the unit to start an investigation. If no suspects exist you should file a crime report or fill out a CRF (Citizens Request Form) at a SDPD Storefront, Satellite Office, or Area Station. The following units will take calls directly:

- **Neighborhood Policing Resource Team.** Call **(619) 533-5757** to report public pay phones that are being used by persons loitering or involved in prostitution, drug dealing, graffiti, and other nuisances.
- **Gangs.** Call **(619) 531-2847** to report threats by known gang members, gang activities, and gang-related graffiti. Call **(619) 297-4264**, the 24-hour gang hotline, to provide information on incidents of gang violence. Your call can be anonymous, or you can leave your name for a detective to call back.
- **Narcotics.** Call **(619) 531-2468** regarding suspected drug activities at a specific location or persons attempting to get drugs with a forged prescription.
- **Traffic.** Call **(858) 495-7800** regarding recurring violations of traffic laws at specific locations, e.g., speeding, running red lights and stop signs, etc. Because such violations are classified as infractions and must be witnessed by a police officer before any enforcement action can be taken, the SDPD cannot act on complaints of specific violations by an identified vehicle. However, in the case of misdemeanor violations, e.g., reckless driving and hit-and-runs, enforcement action can be taken if a private person witnesses the incident and can identify the driver or the license number of the vehicle, as discussed in Sec. 4.a.2.

In 1998 the SDPD formed a STOP (San Diego Traffic Offender Program) team to deal with the growing problem of persons driving with revoked or suspended licenses. The team sets up checkpoints and takes reports from the public. Call the STOP team at **(858) 495-7830** to report persons driving with revoked or suspended licenses.

- **Vehicle Abatement.** Call the SDPD Vehicle Abatement Office at **(858) 495-7856** regarding abandoned, wrecked, dismantled, or inoperative vehicles or vehicle parts on private property (not yours) if they are not lawfully stored thereon. Call the SDPD at **(619) 531-2000** regarding any such vehicles or parts on city streets or public property. The vehicles will be inspected and steps will be taken to have them removed if they are in violation of the law.
- **Vice.** Call **(619) 531-2452** regarding prostitution, pornography, sales of alcoholic beverages to minors, loitering and drinking outside businesses selling alcoholic beverages, gambling, and violations of laws regulating police-licensed businesses, which include cabarets, card rooms, dance halls, massage parlors, "adult" entertainment establishments, swap meets, pawn shops, etc.

**2- Other Law Enforcement Agencies.** Crimes and suspicious activities of which the SDPD does not have jurisdiction should be reported directly to the proper agency. An exception to this is when the crime is in progress -- then call **911**. The SDPD will notify the responsible agency. The phone numbers and jurisdictions of other law enforcement agencies for non-emergencies are given below:

- **California Highway Patrol.** Call **(858) 637-3800** to report highway non-emergencies such as accidents, parked vehicles not blocking traffic lanes, and graffiti on freeway signs, over-crossings, and bridge pillars. Use **911** to report highway emergencies such as reckless driving, hit and runs, and vehicles blocking traffic lanes.
- **FBI.** Call **(858) 565-1255** regarding bank robberies and fraud, kidnapping, extortion, terrorism, espionage, interstate theft, and computer and telemarketing fraud. Call **(888) 324-3728**, a 24-hour toll-free confidential hotline, to report fraudulent or corrupt activities in law enforcement, the judiciary, or legislative and regulatory agencies. For more information visit the FBI website at **www.fbi.gov**.
- **San Diego City Attorney.** Call the Consumer and Environmental Protection Unit at **(619) 533-5600** Monday through Friday from 9 to 11 a.m. and 1 to 3 p.m. to report consumer fraud, illegal disposal of hazardous substances, etc. Call the Public Integrity Unit at **(619) 235-5888** Monday through Saturday from 7 a.m. to 7 p.m. to report instances of fraud, waste, or abuse of city funds or resources by city employees or others. This unit also investigates violations of state and federal campaign laws in city elections.
- **San Diego City Transportation Department.** Call the Storm Water Pollution Control Program at **(619) 533-3793** to report dumping of fuel or other hazardous substances in streets, natural streambeds, or into Mission Bay.
- **San Diego County District Attorney.** Call the Real Estate Fraud Subdivision at **(619) 531-3552** if you suspect you are a victim of real estate fraud.
- **San Diego County Sheriff.** Call **(858) 565-5200** regarding non-emergency situations and persons outside the City but still in the County.
- **U.S. Border Patrol.** Call **(619) 662-7321** regarding activities of illegal or suspected undocumented persons. Information about the San Diego sector is available on the Internet at **www.usbpsd.com**.
- **U.S. Post Office.** Call the Postal Inspector at **(619) 233-0610** to report stolen, opened, or rifled mail, mail fraud, telemarketing fraud involving mail, and other mail-related crimes. The Postal Inspection Service has a standing reward offer of up to \$10,000 for information leading to the arrest and conviction of anyone stealing mail or possessing stolen mail. Call **911** if you suspect a piece of mail is contaminated or contains an explosive. Otherwise do not handle or sniff it, and wash your hands thoroughly with soap and water. Call the SDPD at **(619) 531-2000** about other pieces of suspicious mail.
- **U.S. Secret Service.** Call **(619) 557-5640** regarding threats to the President and other government officials, counterfeit money, and telephone and credit card fraud. For more information visit the USSS website at **www.treas.gov/uss**.

**c. Providing Information about Crimes.** Information about crimes committed in the City should be reported directly to the SDPD. Or if you don't want to get involved, you can call Crime Stoppers.

**1- SDPD.** To provide information about a crime that is under investigation, call the detective handling the case. If you do not know the detective's name, call your local SDPD Area Station and ask to speak with the detective assigned to the case. If the case is being handled by one of the central investigative units, you will be given the name and phone number of the detective to contact.

Generally the City does not pay rewards for information about crimes. However, a new City ordinance now authorizes the City Manager to pay a reward of up to \$500 for information leading to the arrest and conviction of graffiti vandals. Claim forms for this Spray and Pay Program are available at all City Community Service Centers (see list in Sec. 3.d), and SDPD Storefronts and Satellite Offices. Forms can also be obtained by calling the Graffiti Program Office at **(619) 525-8522**.

**2- Crime Stoppers.** Crime Stoppers is a citizen-operated, non-profit organization that works in partnership with local, state, and federal law enforcement agencies to help solve serious crimes. It gives community members an opportunity to fight crime without "getting involved." If you think you might have information concerning a serious crime or felony suspect, call **(619) 235-TIPS**. The operator on this 24-hour hotline will take your information and give you a code number. All calls remain confidential. If your information leads to an arrest you could earn a reward of up to \$1,000. The tip-line operator will explain how you can use your code number to give additional information and how to collect your reward. A Crime Stoppers site is now on the Internet. It can be reached at **www.sdcrimestoppers.com**. It has information on wanted fugitives, e-mailing of crime information, etc.

In October 1999 Crime Stoppers set up a special program with the San Diego Unified School District in which students can receive cash rewards of up to \$1000 for tips or information that solve or prevent campus violence or vandalism to school property. These calls should also go to **(619) 235-TIPS**.

### **3. REPORTING OTHER PROBLEMS AND INCIDENTS**

The SDPD is not responsible for dealing with all of the problems and incidents that affect public health, safety, and welfare, although in many cases it works with other agencies in addressing them. Problems involving social disorder, animals, unsafe street conditions, certain municipal code violations, and suspected child and elder abuse should be reported to the agencies that have the primary responsibility. All of these reports are completely confidential so you should not be afraid to give your name, address, and phone number.

**a. Social Disorder.** Social disorder involves problems, which if not dealt with in their early stages, become magnets for crime. Existing graffiti and litter are examples of social disorder that should be reported to other agencies. Abandoned vehicles should be reported to the SDPD. Abandoned, wrecked, dismantled, or inoperative vehicles should be reported to the SDPD, as discussed in Sec. 2.b.1 under Vehicle Abatement.

**1- Graffiti.** Call the City of San Diego's Graffiti Control Hotline at **(619) 525-8522** to report graffiti on private or public property. Your report will be verified and the party (property owner) responsible for removing the graffiti will be notified. Victims can obtain free paint and brushes by calling **(619) 527-3431**. If the graffiti is not removed, the City will use the enforcement remedies and abatement procedures in Secs. 54.0401 *et seq* of the San Diego Municipal Code to bring the property into compliance. Call **911** if the graffiti vandalism is in progress. See Sec. 2.c.1 about rewards for information leading to the arrest and conviction of graffiti vandals.

Graffiti on the following properties can be reported directly to the property owner or manager. Call **(619) 291-5510** for damage to bus benches, **(619) 231-1466** for damage to bus shelters, **(858) 467-4009** for damage to state highway property, **(619) 696-2041** for damages to SDG&E property or electrical boxes, **(619) 266-5321** for damage to Cox Cable property, and **(619) 697-5123** for damage to Pacific Bell property.

**2- Litter.** Call the City of San Diego's Solid Waste Enforcement Unit at **(858) 492-5055** regarding litter on private or public property. Call City Park and Recreation at **(619) 685-1350** regarding litter on property in a Landscape Maintenance Assessment district.

**b. Animals.** Call the County Department of Animal Control 24-hour emergency number, **(619) 236-2341**, to report incidents involving animals that threaten public health and safety. Call the City Environmental Services Department Refuse Collection Division at **(858) 492-5060** during normal business hours or **(858) 573-1276** during other hours for the removal of dead animals. The following numbers can be used for other animal control services:

- Spaying or neutering, lost and found, animal waste, operator assistance, etc. **(619) 236-4250**
- Licensing and rabies vaccinations **(619) 236-4646**
- Adoptions **(619) 595-4532**
- Noise abatement **(858) 694-3741**

You can call the San Diego Mediation Center at **(619) 238-2400** for help in dealing with people whose animals are causing unreasonable noise. Complainants are now referred to this private, non-profit organization of trained community volunteers because City agencies no longer handle these kinds of disputes.

**c. Unsafe Street Conditions.** Conditions that should be reported include: (1) holes and cracks in surfaces and curbs; (2) missing, damaged, or obscured signs; (3) inoperative lights and signals; (4) hazardous debris; and (5) needs for new safety measures.

**1- Holes and Cracks in Surfaces and Curbs.** Call City Street Maintenance at **(619) 527-7500** to report potholes, cracks, and other problems with street surfaces, sidewalks, and curbs.

**2- Missing, Damaged, or Obscured Signs.** Call **(619) 527-7500** to report these problems.

**3- Inoperative Lights and Signals.** Call City Communications and Electrical at **(619) 527-7500** to report inoperative street lights and traffic signals.

**4- Hazardous Debris.** Call the City of San Diego's Solid Waste Enforcement Unit at **(858) 492-5055** to report hazardous debris on streets.

**5- Needs for New Safety Measures.** Call City Traffic Engineering at **(619) 533-3126** to suggest new crosswalks, curb markings, traffic signals, signs, speed bumps, additional street lights, tree and other obstruction removal, etc.

**d. Code Violations.** Call the City Neighborhood Code Compliance Department's *Citizen Complaint Intake Line* at **(619) 236-5500** regarding violations of the City's housing, building, sign, zoning, vehicle parking, weed abatement, and noise regulations. Some common violations that should be reported include vehicles parked in front yards, excessive weeds on private property, dilapidated or unsafe structures or fences, unsecured vacant structures, uninhabitable rental housing, building or remodeling without permits, illegally posted signs, operating a business from a home, other illegal uses of residential property, and garages converted to living spaces.

To report code violations in person, visit your local Community Service Center (CSC). You can discuss the general problem with a Code Compliance Information Officer and make an appointment to meet with an inspector about your specific complaint. The addresses and phone numbers of the City's CSCs are listed below. Hours at most CSCs are 8 a.m. to 1 p.m. and 2:30 to 5 p.m. Monday through Thursday, and 1 to 5 p.m. on Friday.

Carmel Valley	3840 Valley Center Dr. Ste. 602	SD 92130	(858) 552-1607
Central	2500 Commercial St.	SD 92113	(619) 446-1000
Clairemont	4731 Clairemont Dr.	SD 92117	(858) 581-4111
College/Rolando	4704 College Ave.	SD 92115	(619) 516-3100
Golden Hill	2469 Broadway	SD 92102	(619) 235-5202
Market Street	4690 Market St. Ste D-20	SD 92102	(619) 527-3466
Mid-City	3795 Fairmount Ave. Ste C	SD 92105	(619) 641-6120
Navajo	7381 Jackson Dr.	SD 92119	(619) 668-2700
North Park	3956 30 <sup>th</sup> St.	SD 92104	(619) 525-8441
Otay Mesa/Nestor	695 Saturn Blvd. Ste. E	SD 92154	(619) 424-0220
Peninsula	3740 Sports Arena Blvd. Ste. 2	SD 92110	(619) 692-4970
Rancho Bernardo	17110 Bernardo Center Dr. 2d Floor	SD 92128	(858) 538-8070
San Ysidro	663 E. San Ysidro Blvd.	SD 92173	(619) 424-0230
Scripps Ranch	11885 Cypress Canyon Rd.	SD 92131	(858) 538-8200
Tierrasanta	10615 Tierrasanta Blvd. Ste. E	SD 92124	(858) 573-5000



**e. Child Abuse.** Call the County Social Services Department's Child Protective Services Child Abuse Hotline at **(858) 560-2191** or **(800) 344-6000** to report situations in which you suspect that a child has been abused or appears to be at risk of being abused. Your report will be investigated and steps will be taken to protect the child and preserve the family unit. The SDPD will be informed if abuse is involved. If you know that abuse has occurred, you should call SDPD directly at **(619) 531-2000**. If the abuse is in progress you should call **911**. The police will investigate, take steps to protect the victim, prosecute the abuser, and inform the County Social Service Department.

The following are some signs of child abuse:

- Unusual or suspicious injuries
- Sexual language or behavior beyond what is normal for the child's age
- Specific comments or complaints about abuse
- Lack of basic needs for food, clothing, and medical care
- Poor hygiene
- Lack of supervision for long periods of time

**f. Elder and Dependent Adult Abuse.** Call San Diego County Aging and Independent Services at **(800) 510-2020** to report suspected instances of neglect and psychological, physical, financial, or sexual abuse of elders and dependent adults. This agency carries out investigations and provides assistance and case management where appropriate. The SDPD will be informed if abuse is involved. If you know that abuse has occurred, you should call SDPD directly at **(619) 531-2000**. If the abuse is in progress, you should call **911**. The police will investigate, take steps to protect the victim, prosecute the perpetrator, and inform the appropriate County office.

The following are some signs of physical and financial elder abuse:

- Lack of necessary medications, inadequate clothing, poor personal hygiene and diet
- Unreasonable fears, withdrawal, loss of appetite, confusion, and agitation
- Unexplained or unusual injuries
- Change in social behavior, reluctance to discuss routine matters, and going places with and taking directions from another person
- Lack of knowledge of own finances, bounced checks, missing property, and inability to pay bills
- Account changes such as changing beneficiaries, adding new signatories, transferring property titles, refinancing loans, adding new people to accounts, and using ATMs instead of tellers
- Unusual account activity such as large cash withdrawals or withdrawals from special savings accounts despite penalties

Many kinds of elder abuse can be prevented by the careful selection of home care agencies and workers. The following are some questions to ask about agencies:

- What is its licensing status? Is it certified by Medicare and Medi-Cal? How old is it?
- Does it carry liability insurance? Are the workers bonded?
- What are its hiring standards? Does it provide training? How are the workers supervised?

The following tips involve home care workers:

- Hire through a reputable agency. Fire any worker who offers to work independently for less.
- Check references of past employment.
- Do not let them deal with financial matters. Have a trusted relative or friend, or bank handle all accounts, pay bills, etc. Remove all financial records, checkbooks, credit cards, personal ID information, etc. from the home.

For more information about preventing and dealing with elder abuse see the San Diego City Attorney's Safe Seniors website at **[www.safeseniors.org](http://www.safeseniors.org)**.

**g. Lost Person with Alzheimer's Disease.** After calling **911** to report a lost or found person, call the Alzheimer's Association's Safe Return Program 24-hour Hotline at **(858) 537-5040**. Your call will activate a community response team that will: (1) notify other law enforcement agencies, hospitals, transportation modes, the media, and other organizations, as appropriate; (2) provide support to the family; (3) provide new information to law enforcement agencies as available; and (4) notify all agencies when the person is found. You can also call *Safe Return* or visit your local SDPD Storefront or Satellite Office to enroll a person in the program and obtain identification for the person to wear.

#### **4. HELPING TO CONVICT AND PUNISH CRIMINALS**

Both individuals and businesses have important responsibilities in helping to convict and punish criminals.

**a. Individuals.** Individuals who are crime victims or witnesses have a civic responsibility to testify in court and make citizens' arrests.

**1- Testifying in Court.** Individuals who are crime victims or witnesses have a civic duty to testify in court to help convict and punish criminals. This is an essential element in our criminal justice system. Criminals cannot be prosecuted if community members fail to fulfill this responsibility. Testifying in court also gives victims and witnesses a sense of empowerment and a degree of personal satisfaction from helping to punish the person who committed the crime. However, as in fulfilling any responsibility, it involves some personal inconvenience.

To appear in court you will have to travel to the court and may have to wait before being called to testify. In some cases it might be necessary to make more than one trip for an appearance because court proceedings are often subject to delays and disruptions that cannot be predicted in advance. Some compensation is available however. You will be paid a witness fee that should cover transportation and parking expenses, and you will get an allowance for meals you eat while waiting to testify. Other help can be requested in special situations, e.g., for childcare or transportation of a disabled person. Although retaliation is not a problem in the vast majority of cases, personal protection can be requested if a risk of retaliation exists. Finally, victims can get assistance in recovering their financial losses. See Sec. 5.e on ways crime victims and witnesses can get various kinds of assistance.

After the criminal is convicted, a sentencing hearing is conducted to determine the punishment. Victims, members of their family, and other community members involved in the case should appear before the judge to make suggestions for appropriate punishment and show support for the victim.

**2- Making Citizens' Arrests.** A citizen's arrest occurs when a private person or a police officer acting on behalf of a private person takes a person into custody in a lawful manner. In the case of a misdemeanor -- a lesser crime than a felony that is generally punishable by imprisonment in the county jail not exceeding six months or by a fine not exceeding \$1,000 or both -- the private person involved must see or hear the crime committed, sign the arrest form, and agree to testify in court before the officer will take the person into custody. If not for citizens' arrests, some persons would not be arrested for committing misdemeanors. This is because a police officer can arrest a person for a misdemeanor only if the crime is committed or attempted in his or her presence. And even then in some situations, e.g., ones involving trespasses, the private person whose rights are violated must sign the arrest form and agree to testify in court before the officer will make an arrest. An exception to these rules exists when a minor is involved; then an officer can make an arrest based on probable cause, e.g., a description provided by the victim.

A private person who sees a crime committed or attempted should report the crime to the SDPD at **911** or **(619) 531-2000**, as discussed in Sec. 2. The officer who responds will know whether a citizens' arrest is necessary before taking the suspect into custody.

A private person or another person acting on his/her behalf can also detain a person suspected of committing a crime and hold that person until a police officer arrives. This is often done with shoplifters. Reasonable force can be used to make the arrest, prevent escape, or overcome resistance. However, a private person should never get involved in such an arrest if their safety might be at risk. It is often better to get good descriptions of the persons and any vehicles involved, call the SDPD immediately, and offer your assistance in identifying and

prosecuting the suspects. For example, it is strongly advised that citizens not attempt to arrest graffiti vandals because of the possibility that such criminals might be armed.

In the case of a misdemeanor reckless driving or hit and run in which a private person witnesses the incident and provides the police with a description of the vehicle, a citizen's arrest could occur if the police locate and stop the vehicle in a timely manner and the witness identifies the driver, signs an arrest form, and agrees to testify in court. If the police are unable to locate the vehicle and driver in a timely manner, the misdemeanor becomes "stale" and a different procedure must be followed. The witness would have to identify the driver in a photo lineup and agree to testify in court before the case is sent to the City Attorney for prosecution. (If there are injuries involved, a hit and run becomes a felony, and a police officer can make the arrest on the basis of information provided by the witness.)

**b. Businesses and Property Owners.** They can help convict and punish criminals in several ways. For example, they can have the police arrest persons for trespass and related crimes on its property by (1) discussing the situation with the Community Relations Officer or the local beat officer, and (2) sending a letter of authorization to the Staff Sergeant at the local SDPD Area Station. The letter would specify the address of the property, the nature of the problem, and express an agreement to prosecute any persons arrested for crimes on the property.

Although it is not required, businesses should allow employees time off work with pay when they are victims or witnesses and are called to testify in court.

## **5. GETTING HELP WITH PERSONAL AND FAMILY PROBLEMS**

Individuals with personal or family problems need to get help before problems get out of hand and cause further difficulties. Two problems that are most prevalent in society are substance abuse and domestic violence. Some resources that provide referrals and help with these and other problems are mentioned below. Help in conflict resolution can be obtained from various mediation services. Persons who are victims or witnesses of crimes can get help from the San Diego County District Attorney's Victim/Witness Assistance Program at **(619) 531-4041**. Also included is a description of the City of San Diego's Just Call information service.

**a. Alcohol and Drug Abuse.** Individuals needing help with alcohol and drug abuse problems should call the County Health Services Department's Alcohol and Drug Abuse Services at **(619) 692-5727** to get a list of organizations in their area that have treatment programs. Free material on the effects, prevention, and treatment of alcohol and drug abuse can be obtained by calling the National Clearinghouse for Alcohol and Drug Information at **(800) 729-6686** or searching the Internet website of the Office of National Drug Control Policy at **[www.whitehousedrugpolicy.gov](http://www.whitehousedrugpolicy.gov)**.

Another source of information is The Resource Center of the State of California Department of Alcohol and Drug Programs. It can be reached at **(800) 879-2772** or **[www.adp.cahwnet.gov](http://www.adp.cahwnet.gov)** on the Internet.

**b. Domestic Violence.** San Diego County, in partnership with the Center for Community Solutions, now has a 24/7 Domestic Violence Hotline that provides crisis counseling, safety planning, referrals to various service agencies, and information on shelter bed availability, restraining orders and other legal aid, etc. The toll-free number is **(888) 385-4657**. Persons with existing domestic violence problems or cases should call the San Diego Family Justice Center's Domestic Violence Info Line at (619) 533-6000 for assistance. That line is staffed Monday through Friday from 8:00 a.m. to 4:30 p.m.

Answers to many questions about domestic violence are contained in a consumer education pamphlet entitled *Can the Law Protect Me from Domestic Violence?* published by the State Bar of California. It is also on the Bar's website at **[www.calbar.ca.gov](http://www.calbar.ca.gov)**.

**c. Other Problems.** A list of 24-hour emergency crisis hotlines, and a *First Aid and Survival Guide* are contained in the Pacific Bell white pages. The *Community Services* section in the Pacific Bell yellow pages lists agencies that provide various social and crisis intervention services in the following areas:

- Alcohol and drug abuse
- Child abuse and family violence
- Counseling
- Health care
- Housing
- Legal services
- Mental health and crisis intervention
- Missing children and runaways
- Rape and sexual assault
- Senior services
- Suicide prevention
- Youth and teen services

For immediate assistance you can call the San Diego County Mental Health Services' Access and Crisis Line at **(800) 479-3339**. Professional counselors are available 24 hours a day, 7 days a week to provide crisis and suicide intervention, mental health information and referrals, and community resource information.

For additional information and referrals call the United Way INFOLINE at **(619) 230-0997** or see the Community Service Officer at your local SDPD Storefront. Another good resource is *Directions*, a directory of health and human care services published by the United Way Resource Center. Copies are available at all public libraries. The same information is also available in the Resource Database of the United Way's website at [www.informsandiego.org](http://www.informsandiego.org).

Another source of information on a wide variety of problems is the set of consumer education pamphlets published by the State Bar and available on its website at [www.calbar.ca.gov](http://www.calbar.ca.gov). These pamphlets deal with the following questions:

- How can I find and hire the right lawyer?
- What should I know before I rent?
- How do I use the small claims court?
- What can I do if I can't pay my debts?
- What should I know if I am arrested?
- What should I know about divorce and custody?
- What should I do if I have an auto accident?
- What should I know before I buy a house?
- What should I know before I sign?
- What should I do if I am a crime victim?
- What should I know about hate crimes?
- What can I do if I have a problem with my lawyer?
- Do I need a will?
- Do I need estate planning?
- Do I need a living trust?
- What are my rights as an employee?

The State Bar also publishes a document entitled *Seniors and the Law: A Guide for Maturing Californians*. It deals with making ends meet, choosing where to live, obtaining health care and benefits, planning ahead, dealing with debt, staying on the job, getting around, handling elder abuse, avoiding consumer scams, and other topics. It is available on the web in English, Spanish, and several other languages. Copies can also be obtained by writing to The State Bar at 180 Howard St., San Francisco CA 94105-1639.

**d. Conflict Resolution.** Many personal and family problems can be resolved through mediation. By California law aimed at reducing court caseloads, the initial mediation sessions are free of charge. One organization you can call to negotiate restitution and resolve conflicts between victims and offenders arising from property crimes like theft,

vandalism, burglary, and trespass is the Victim-Offender Reconciliation Program (VORP) at **(619) 223-2544**. VORP also deals with conflicts between family members, e.g., parent-child. Mediation provides an opportunity for frustrated parents, unhappy children, and troubled families to talk about the things that bother them, set goals, and work out agreements to help them get along better. To resolve civil disputes involving neighbors, landlords and tenants, family members (divorce and parent-child), businesses, etc., you can call the San Diego Mediation Center at **(619) 238-2400**. The Center lists the following reasons to consider mediation in dealing with parent-child problems:

- It's different from therapy.
- No one tells you what to do.
- What everyone has to say is important.
- Each person is listened to with respect.
- It works for 90 percent of the parents and teens who try it.
- Your family controls the outcome by forming agreements that work for those involved.
- It can prevent disputes from escalating to violence.
- It's confidential. No one reports anything that is said in mediation.
- You have nothing to lose.

Another organization that provides mediation in resolving conflicts between youths and their families is the San Diego Mediation and Restitution Services (MARS). Its Family Intervention Resolving Situations Together (FIRST) service assists youths in recognizing that they act not alone but as a member of a network of family, friends, and community, all of which are affected by their choices and actions. Parents can call San Diego MARS at **(858) 273-2593** to obtain detailed information about FIRST and to arrange for a professionally facilitated meeting.

**e. Crime Victim/Witness Assistance.** Help in getting emergency funds, applying for compensation by the State, and referrals to other agencies that provide assistance can be obtained from the San Diego County District Attorney's Victim/Witness Assistance Program at **(619) 531-4041**. Answers to frequently asked questions about being a crime victim are provided in a consumer education pamphlet entitled *What Should I Do If I Am a Crime Victim?* published by the State Bar. The text is available in English and Spanish on the State Bar's website at [www.calbar.ca.gov](http://www.calbar.ca.gov). Or a copy can be obtained by calling the State Bar at **(415) 538-2280**.

**f. City Services.** Recorded answers to the most frequently asked questions about City services and programs can now be obtained by calling the City's Just Call automated information system at **(619) 615-6111** or **(858) 549-1161** 24 hours a day, 7 days a week. A customer guide to the more than 340 topics on which information is available is published in the Greater San Diego edition of the Pacific Bell white pages. It is also published in the City's website at [www.sandiego.gov](http://www.sandiego.gov). General information can still be obtained by calling the City Information Center at **(619) 236-5555** Monday through Friday from 8 a.m. to 5 p.m.

## **6. EXERCISING PARENTAL AUTHORITY**

Good citizenship begins at home. Parents and guardians bear the primary responsibility for the actions of their children. They must set good examples for their children at home and in their community, teach morals and values, provide a safe home environment, make sure that their children get a good education, direct their children into constructive activities, be involved in their children's activities, make their children responsible and accountable for their actions, etc.

Many good ideas for parenting and activities for children are contained in the *San Diego Family* and *San Diego Parent* magazines, which are published monthly and available free at many libraries, grocery and toy stores, schools, and other family-oriented establishments. They also contain calendars of family and children's events in San Diego County, many of which are free.

Another resource for parents is the San Diego Community College's continuing education program. It offers a variety of free classes at Centers throughout the City on child development, family relations, and many other topics. Call the North City Center of the San Diego Community College at **(858) 627-2545** for class schedules and other information. For information on other classes in the city call the San Diego County Health and Human Services Agency Children's Services at **(619) 338-2123**.

Parents can get answers to many legal questions concerning their children from a booklet published by the State Bar of California entitled *Kids and the Law: An A-Z Guide for Parents*. This booklet deals with a range of subjects from the “Age of Majority” to “Zero Tolerance” with references to the relevant code sections. It also contains a glossary of legal terms. It is not, however, intended to substitute for the advice of an attorney. Also, it may not provide the latest code references. The text is available in English and Spanish on the State Bar’s website at [www.calbar.ca.gov](http://www.calbar.ca.gov).

When a child becomes 18, he or she acquires a new set of legal rights and responsibilities. These deal with jury duty, voting, housing, contracts, torts, etc. They are discussed in question and answer form in a booklet entitled *When You Become 18: A Survival Guide for Teenagers*. The text of this booklet is available on the State Bar’s website at [www.calbar.ca.gov](http://www.calbar.ca.gov). Or a copy can be obtained by calling the State Bar at (415) 538-2283. Parents can use this booklet to help their children make the transition to young adults. Additional information on resources, insights, and support for those who live and work with teens is available on the Internet at [www.parentingteens.com](http://www.parentingteens.com).

Some general parent tips are listed below:

- Talk to your children. If they don't seem to be listening, keep talking. Ask questions. And tell them you love them.
- Listen to your children. This is more important than talking. Children know you care when you listen.
- Have clear family rules. The consequences of breaking them should be clear.
- Be a good role model. Actions speak louder than words. Be the person you want your children to be.
- Discuss the consequences of tobacco, alcohol, and drug use. Tobacco is addictive. It yellows teeth, fouds breath, and kills. Drugs alter judgment and perspective, and interfere with physical, emotional, and social growth. They are also addictive.
- Know what your children are doing. Know what they do in school and after school. Know their friends. Be involved in their lives.
- Educate yourself on the social and emotional needs of your children.

The rest of this section describes a few programs in which children can be enrolled, discusses how parents and guardians can deal with various problems involving their children, and defines some of the liabilities parents and guardians may face if they fail to fulfill their responsibilities.

**a. Youth Programs.** There are a large number of youth programs in the city of San Diego. Two in which the SDPD is involved are described below.

**1- STAR/PAL.** One good way for parents to direct their children into constructive activities is to enroll them in the City's Sports Training, Academics, and Recreation (STAR) program, which has recently merged with the County's Police Athletic League (PAL). The goals of this county-wide program are given in Sec. 11.c. Any youth, regardless of athletic ability, can participate in flag football, cheerleading, basketball, track and field, soccer, golf, rookie baseball, softball, tennis, and volleyball. Those who want to pursue academics can get help with homework, reading, math, and many other subjects. STAR/PAL will also sponsor trips to sporting events, museums, and other points of interest. Parents should call the STAR/PAL Office at (619) 531-2718 for more information about these youth opportunities.

**2- KIDZWATCH Academy.** This is an eight-week program for children 5 to 11 years old. Parents and children attend two-hour classes on Saturdays at various locations in the city. They learn personal, fire, water, and bicycle safety, as well as nature awareness, community involvement and volunteering, and other things that will help the children become safe, strong, and confident individuals. The classes are taught by professionals in these fields, including police officers, firefighters, lifeguards, and park rangers. To obtain further information about enrollment, call the STAR/PAL Office at (619) 531-2721.

**b. Dealing with Specific Problems.** Notwithstanding parents best efforts, children can be influenced adversely by peer pressures and pick up bad behavior outside the home. Parents must learn to recognize signs that indicate their child may be involved in gangs, drug and alcohol abuse, graffiti vandalism, and other problems, and deal with them as early as possible. They must also make sure their children abide by the curfew law, attend school, drive safely, stay away from guns, etc. Information about various actions parents can take to prevent juvenile delinquency, violence, and victimization, and other related subjects can be obtained by calling the Office of Juvenile Justice and Delinquency

Prevention of the U.S. Department of Justice at **(800) 638-8736**. Parents who cannot deal with their children's behavior on their own can get help from many agencies, several of which are mentioned in this section, and from the Juvenile Services Team at their local SDPD Area Station.

**1- Gangs.** Gang activities constitute not only a serious problem in the community but a great danger to your child. Children who are gang members will become criminals or likely victims of gang violence. If you see signs that your child is becoming involved with gangs, you need to act immediately to deal with the problem and get help if necessary.

The warning signs of gang involvement include the following: lack of interest in school, fights, changes in hairstyle and dress, changes in friends, tattoos, nicknames, graffiti on clothing and personal items, changes in personality, staying out late at night, hanging out with known gang members and in known gang areas, possession of more money, etc. Additional information on gang awareness is available at your local SDPD Storefront or Satellite Office. Presentations to groups of parents can be arranged by calling the SDPD Gang Unit at **(619) 531-2847**.

Parents whose children show signs of gang involvement or other problems need to take firm control of the situation. They need to reassert their involvement and control over their children's activities, dress, friends, and finances. If help is needed, it is available from many community organizations. Some of those that offer counseling and diversion programs are listed below.

- |                                    |                |
|------------------------------------|----------------|
| • Barrio Station                   | (619) 238-0314 |
| • Casa Familiar                    | (619) 428-1115 |
| • Family Services Association      | (858) 279-0400 |
| • Harmonium                        | (858) 566-5740 |
| • Nu-Way Youth and Social Services | (619) 527-0057 |
| • Ralph Bunche Youth Center        | (619) 527-0171 |
| • Safe San Diego                   | (858) 565-4148 |
| • San Diego Urban League           | (619) 263-3115 |
| • Social Advocates for Youth (SAY) | (619) 283-9624 |
| • South Bay Community Services     | (619) 420-3620 |
| • Triple Crown Youth Coalition     | (619) 266-4144 |
| • Union or Pan Asian Communities   | (619) 232-6454 |
| • YMCA PRYDE Program               | (619) 284-0361 |
| • Youth for Progress               | (619) 232-2093 |

A Gang Prevention Resource Line now exists on the Internet at **[www.sandiegoinsider.com/community/groups/nogangs](http://www.sandiegoinsider.com/community/groups/nogangs)** to promote parental awareness of the early signs of gang involvement. It also lists agencies to contact for additional information and early intervention.

**2- Drugs.** Parents can provide the best protection children have against drug abuse. However, peer pressures and other outside influences can often undermine your best parenting efforts. Indications that your child may be involved with drugs include the following: a don't-care attitude, resistance to discipline, temper flare-ups, new associations, poor school work, truancy, lack of stamina, isolation, poor personal appearance and hygiene, and need of money or unexplained affluence. Parents should get a copy of *A Parent's Guide to Drug Abuse* and *Growing Up Drug Free: Parent's Guide to Prevention* at any SDPD Storefront or Satellite Office for more information on recognizing possible drug use. These guides also suggest steps for parents to take in preventing drug use, intervening if drug use is suspected or discovered, and helping the SDPD deal with drug activities in the community. As they emphasize, the role of parents in prevention and intervention is critical in suppressing drug abuse. Additional information can be obtained on the Internet website of the Partnership for a Drug-Free America at **[www.drugfreeamerica.org](http://www.drugfreeamerica.org)**.

Project KNOW is another Internet activity created by the Office of National Drug Control Policy and the Partnership for a Drug-Free American to tell the truth about drugs from the perspective of kids, parents, and experts. Its website, **[www.projectknow.com](http://www.projectknow.com)**, is designed to educate and enable America's youth to reject drugs.

**3- Alcohol.** Alcohol is the number one drug of choice for teenagers. It loosens inhibitions and leads to bad judgments that can result in car accidents, unwanted pregnancies, sexually transmitted diseases, vandalism, and other crimes. Moreover, alcohol-related car crashes are the number one killer of teenagers in the United States. Parents need to teach their children about the effects, dangers, and possible consequences of drinking, and should try to discourage drinking altogether. Parents who use alcohol should set a good example by drinking in moderation and never driving when impaired. You can get help in dealing with a child who has or may be developing an alcohol problem by calling San Diego Youth and Community Services at **(619) 521-2250**.

**4- Graffiti Vandalism.** Parents and guardians need to discuss with their children the importance of respect for property and the effects graffiti has on the victim, vandal, and the vandal's family. The City's Municipal Code now makes parents and guardians civilly liable for up to \$25,000 of property damage caused by their minor children. They must also reimburse the city for any reward that is paid for information leading to the arrest and conviction of their minor child for graffiti crimes. Furthermore, the State Penal Code makes a parent liable for any fine that his or her minor child is unable to pay. The amount of the fines depends on the amount of the damage; the maximum fine is \$50,000. Thus, parents have a strong incentive to make sure their children are not graffiti taggers. The signs of a graffiti tagger include: tags on clothes or other personal possessions; use of tagger jargon; frequent use of baggy jackets and small backpacks that can hide spray cans; paint or dye on hands and under fingernails; and used graffiti devices. If you think that your child might be involved with graffiti, call the Graffiti Control Hotline at **(619) 525-8522** for further information and organizations to call for assistance.

**5- Curfew Violations.** Parents should know the activities and whereabouts of their minor children (under 18 years old) and make sure that they are home during curfew hours, which is the period from 10:00 p.m. any evening of the week until 6:00 a.m. the following day. Minors can be cited for curfew violations under Sec. 58.0102 of the San Diego Municipal Code, which includes nine defenses to prosecution. Moreover, parents and guardians can be cited if they permit a minor under their care and custody to violate the curfew. The City Code was amended in June 1997 because the 9th U.S. Circuit Court of Appeals ruled that the prior 1947 ordinance was unconstitutionally vague and did not include exceptions to allow minors to engage in constitutionally protected activities or parents to exercise discretion in raising their children.

**6- Daytime Loitering and Truancy.** Parents must also make sure that their children are attending school during school hours. It is now unlawful for any juvenile who is subject to compulsory education to loiter in any public or unsupervised place, or on the premises of any establishment between the hours of 8:30 a.m. and 1:30 p.m. on any day when school is in session for the juvenile. It is also unlawful for the parent of any juvenile to knowingly permit or by insufficient control to allow the juvenile to violate this daytime loitering and truancy law. Parents will be warned the first time the juvenile is cited. Parents may be cited for an infraction if the juvenile is cited a second time, and a misdemeanor if the juvenile is cited a third time.

**7- Unsafe Driving.** In statistics published by the National Center for Injury Prevention and Control (NCIPC), traffic accidents were the leading cause of death of young people from 10 to 24 years old in the United States in 1998. Because driving involves great risks of personal injury and property damage to children and others, parents need to do the following:

- Teach their children to drive safely and stress defensive driving.
- Make sure that their children stay out of cars that others might drive in an unsafe manner.
- Set good examples by following all traffic laws and safety rules.
- Set conditions and rules for using family cars.
- Stress that driving and drinking don't mix.
- Teach vehicle mechanics and what to do in case of an accident or emergency.

Parents cannot rely on high school or private driver education for this. Driver education focuses on driving skill. Bad attitudes and dangerous behavior, which lead to many vehicle crashes, remain for parents to handle. Another reason for parents to be concerned about their children's driving is that parents are legally responsible for any injuries and damage that their minor children might cause while driving. Information about driving and traffic safety can be obtained by calling the SDPD Traffic Division's Traffic Safety Office at **(858) 495-7822** or **(858) 495-7882**.



This Office also has a program to help parents properly install child-safety seats. Free seat inspections and installation lessons are available by appointment at the Traffic Division the first and third Tuesdays of each month.

**8- Gun Violence.** Gun violence has become a major health issue. In 1998 firearms were the second leading cause of death of young people 10 to 24 years old in the United States. Parents need to teach their children that: (1) guns don't solve problems; (2) guns can kill or cause lifelong disabilities; and (3) there are enormous differences between real life and the fantasy world of television and all of its violence. Furthermore, parents need to exercise complete control over any guns in their home. Those who have guns should keep them unloaded and away from their children. Ammunition should be locked up in a separate place. Children should not be allowed to possess or have access to any guns. Parents can get help from a Community Service Officer at their local SDPD Storefront regarding signs that their children might be involved with guns, where to look for guns that children might hide at home, and what discipline measures would be appropriate. Any guns that are found should be turned in at a SDPD Storefront. Answers to questions about gun safety can be obtained by calling the SDPD Pistol Range at **(619) 527-3421**.

Information on effective strategies for preventing violence against youth can be obtained by calling Resources for Youth at **(415) 332-4024** or viewing its website at **[www.preventviolence.org](http://www.preventviolence.org)**. This site also contains facts and statistics, and up-to-date information on violence prevention activities in California. Related sites containing information on youth violence, firearms, community organizing, children's issues, government and legislation, etc. are listed in the Pacific Center for Violence Prevention's website at **[www.pcvp.org](http://www.pcvp.org)**. At the national level the National Youth Violence Prevention Resource Center's website at **[www.safeyouth.org](http://www.safeyouth.org)** contains information on hot topics, prevention and intervention programs, publications, and research and statistics on violence committed by and against children and teens. The Center can also be reached by calling **(866) 723-3968**.

**9- Shoplifting.** Shoplifting is not a game or sport -- it is theft. It has serious consequences for both the child and the parent or guardian. If the value of the merchandise taken is less than or equal to \$400, the crime is petty theft. The first time it is punishable as a misdemeanor with a fine of at least \$50 but not more than \$1000, or imprisonment in the county jail not exceeding six months, or both. The second time it is punishable as a felony with imprisonment in the county jail or the state prison not exceeding one year. If the value of the merchandise taken is more than \$400, the crime is grand theft, which is punishable as a felony the first time. As noted in Sec. 6.c.2, judges can order parents or guardians to pay these fines for their minor children.

For petty thefts by an unemancipated minor, California Penal Code Sec. 490.5(b) makes parents or legal guardians liable to the merchant for civil damages of not less than \$50 nor more than \$500, plus costs. In addition, parents or guardians are liable for the full retail value of the things taken if they are not recovered in a merchantable condition. Total damages are limited to \$500 for each action brought under this section.

Signs that your child might be shoplifting include: wearing new clothes or jewelry, or possessing items that you know he or she does not have money to buy; finding tags or package wrapping hidden in the trash; wearing baggy clothes or jackets when it is warm; and leaving the house with an empty backpack or large purse. Some of the things a parent or guardian can do to prevent shoplifting include the following: teaching that shoplifting is theft and that it is wrong to steal; telling your child that being in the company of a shoplifter is as bad as stealing, and that all persons involved can be punished; encouraging your child to choose friends carefully; knowing your children's friends; keeping your child busy to minimize unsupervised free time; and perhaps as a last resort, enrolling your child in a shoplifting prevention class. You can get information on this and other classes, workshops, and programs for juveniles and parents by calling the Corrective Behavior Institute at **(619) 528-9001**.

**10- Internet Dangers.** Although the vast majority of on-line services and Internet material is legitimate and benign, there have been numerous incidents of children receiving pornographic material, providing personal information under the pretext of possibly winning a prize, or sending money for promised benefits or products. Warning signs of these dangers include: excessive late-night computer use; secretive behavior about computer associates; password-protected bios, files, or logical drives; and hidden files or directories. The following are some things parents or guardians can do to minimize these dangers are:

- Set reasonable guidelines for computer use.
- Use filtering software to scan for offensive words and phrases in chat rooms and then end the conversations by signing off.
- Caution children never to give out any personal information that can identify them.
- Never allow your child to go alone to meet someone they have "talked" to online. Tell your child that people online are not necessarily who they might seem to be.
- Keep the computer in the family room, not in the child's bedroom. Children should not have separate sign-ons.
- Understand how on-line services work.
- Check the computer's cache and history to see what websites have been accessed.

Additional information can be found on the San Diego County District Attorney's website at **www.dasafenet.com**. Other websites with information on Internet dangers are: **www.fbi.gov**, which has *A Parents Guide to Internet Safety* in the Library section; **www.usdoj.gov/kidspage**, which has a page on *Internet Dos and Don'ts*; and Microsoft's **www.staysafeonline.com**. You can also get help in dealing with these problems by calling the SDPD Child Abuse Unit at **(619) 531-2260**.

**11- Juvenile Victimization.** Although the overall crime rate is decreasing, juvenile-on-juvenile crime is increasing. Young people are about three times more likely to be victims of violent crimes than adults. Outside of the home, they are most likely to be victimized at the end of the school day. Some safety principles your child should know include the following: develop conflict resolution skills, avoid deserted locations, avoid threatening persons, travel with a friend(s), always let someone know where you are going, walk confidently and be assertive, meet stares eye-to-eye, never appear vulnerable or weak, be familiar with places to go for help. School police can often provide assistance in dealing with this problem.

**In the special case of school violence, there is a 24-hour Safe Schools Hotline that students, teachers, and parents can use to provide anonymous tips to the SDPD about safety concerns and potential problems at their school. The number is (800) 499-1116.** The calls will be answered by a police dispatcher who will ensure that the warnings get prompt attention. However, actual school emergencies should still be reported by calling **911**. As discussed in Sec. 2.c.2, students in the San Diego Unified School District can receive cash rewards of up to \$1000 for tips or information that solve or prevent campus violence or vandalism to school property. These calls should go to Crime Stoppers at **(619) 235-TIPS**.

**12- Media Violence.** Media violence is also a health hazard for children. It has been estimated that young people have seen over 200,000 acts of violence by the time they graduate from high school. This exposure may result in aggressive attitudes and behavior, and insensitivity to violence. The following 10 tips from the Minnesota Medical Association are designed to help deal with this problem: (1) set clear limits on TV viewing and video game playing, (2) don't use the TV as a babysitter, (3) don't make TV the focal point of family activities in the home, (4) offer other enjoyable activities at home, (5) select what your children watch, (6) ban unacceptable programs, (7) identify high-quality programs, (8) know what your children are watching, (9) discuss media violence, and (10) have a voice in local TV programming.

**13- Child Abduction.** The number of children reported missing each year is staggering. The following precautions will help protect your child from abduction:

- Teach your children how to use telephones to call home, other places you might be, and **911** in an emergency. (See Sec. 2.a for the proper way to use **911**.) Also teach them how to answer the phone and door when you are not at home.
- Update regularly the photos and descriptions of your children in your home file. Have a set of fingerprints and footprints made.
- Know where your children are at all times. Never leave them unattended in a public place.
- Be sure your child knows what to do if you become separated in a public place.
- Explain to your child who a stranger is.
- Choose a secret word to use with your children in an emergency or a situation in which another person is pick them up.

- Explain in a non-frightening way tactics child abductors might use. Also tell your child how to respond.
- Walk to school with your child and point out possible danger spots like alleys and vacant lots. Ask neighbors to provide a "safe home" in an emergency.
- Be cautious in selecting others to care for your child.
- Listen to anything your child wants to report and discuss.

Over 50 safety tips for children and parents, including essential escape techniques, are available on Fighting Chance's website at [www.kidsfightingchance.com](http://www.kidsfightingchance.com).

**c. Multiple Problems.** Several organizations offer programs that can help children with multiple problems. YMCA Youth and Family Services offers classes, workshops, and counseling on many subjects. Parents should call (619) 543-9850 for details. Another program, TOUGH LOVE, is designed to inform parents of their rights and responsibilities, and to help them gain control of their lives and the lives of their children. It uses creative thinking to deal with immediate crises and facilitates parent support group meetings in which parents get together to discuss their problems. Parents can call TOUGH LOVE at (619) 265-2803 for information about meetings in their areas.

An organization that can help families deal with teenage substance abuse and its associated problems is Parents and Adolescents Recovering Together Successfully (PARTS). PARTS is a non-profit organization that is a member of the Partnership for a Drug-Free San Diego and America. It conducts free weekly support-group meetings, holds parent-community conferences, maintains an adolescent speakers bureau, etc. Parents can call PARTS at (619) 698-3449 for further information or visit its website at [www.parts-sd.org](http://www.parts-sd.org).

The California National Guard has several youth programs for different age groups and areas of the state. One is a statewide residential program conducted at Camp San Luis Obispo for 16 to 18 year-old high school dropouts. For further information call (916) 854-3492.

**d. Parental Liability.** In addition to the liabilities mentioned above, parents or guardians are legally liable in various ways for the acts of their children. These are additional reasons for parents to deal with their child's behavior before it results in criminal acts.

**1- Contributing to the Delinquency of a Minor.** Parents or legal guardians who fail in their legal duty to exercise reasonable care, supervision, protection, and control over their minor children can be charged with contributing to the delinquency of a minor, a misdemeanor punishable by one year in jail and/or a \$2,500 fine per count. In October 1995 the City Attorney started a new Parenting Project to help correct this situation. It gives parents of first-time juvenile offenders a choice -- participate in a parenting education program or face criminal prosecution.

**2- Liability for Restitution, Fines, and Penalties.** Starting on January 1, 1996 the California Welfare and Institutions Code will allow judges to order parents or guardians to pay up to \$25,000 to cover losses suffered by the victims of crimes committed by their minor children, and other fines and penalties that may be assessed against the minor. Furthermore, the future earning power of the parent, guardian, and minor can be considered in setting these liabilities.

**3- Liability for Civil Damages.** Under the California Civil Code parents or guardians are liable for civil damages of up to \$25,000 for any act of willful misconduct of a minor in their custody and control that results in injury or death to another person or in any injury to the property of another.

**4- Civil Liability for Injury Caused by Firearms.** The California Civil Code makes parents or guardians liable for injuries caused by the discharge of a firearm by a minor in their custody and control, where the minor was permitted to have the firearm or the firearm was left in a place accessible to the minor. Damages are limited to \$30,000 for injury to or death of one person, or \$60,000 for all persons in a single occurrence.

**e. Restitution.** One way for parents or guardians to avoid liability for the acts of their minor children in civil lawsuits is to work out an agreement for repayment of the victim's losses. This can be done by mediators who assist the victim and youth in talking about the incident and its consequences, get the youth to take responsibility for his/her actions, and

draft a realistic restitution agreement. Parents can call the San Diego Mediation and Restitution Services at **(858) 273-2593** to obtain detailed information about this process.

## **7. EMPLOYING CRIME PREVENTION MEASURES FOR PERSONAL, FAMILY, PROPERTY, AND BUSINESS SECURITY**

A great deal of crime prevention material on personal, family, property, and business safety and security is available at no charge at the local SDPD Storefronts and Satellite Offices. Visit these facilities, and discuss your interests and concerns with the Community Relations Officer, Community Service Officer, or Volunteer in Policing there. Also visit the Crime Prevention and Education section of the Department's website at **[www.sandiego.gov/police](http://www.sandiego.gov/police)**. The SDPD is responsible for making crime prevention information available. The payoff comes from using the information. That is a community responsibility.

Not only will you help reduce crime by employing these crime prevention measures, you may also reduce your home and automobile insurance premiums. Call your insurance company about rate reductions for specific measures.

### **a. SDPD Services**

Topics on which material is available include:

- Residence and business security -- lighting, fences, gates, landscaping, locks, windows, doors, alarms, marking personal property, etc.
- Personal safety -- pedestrians, seniors, children, visitors, bicycle riding, baby sitting, domestic violence, kidnapping, purse snatching, sexual assault, and acquaintance rape (or call the SDPD Sex Crimes Unit at **(619) 531-2325** directly about a speakers bureau that has been formed to educate the community about this problem, which constitutes about 80 percent of all rapes)
- Business crimes -- robbery, shoplifting, internal theft, credit card and check fraud, and computer crimes
- Auto theft and carjacking -- car alarms and security devices
- Graffiti vandalism -- various publications by the City's Graffiti Control Program
- Gangs and drugs -- awareness and community responses
- Reporting crimes and disorder
- Neighborhood Watch
- Crime Prevention Through Environmental Design (CPTED)

Speakers on crime prevention for community and other meetings can be requested by calling the SDPD Neighborhood Policing Resource Team's Speakers Bureau at **(619) 531-2230** at least 20 days in advance to arrange for talks on: auto theft, burglary, domestic violence, gangs, graffiti vandalism, narcotics, personal safety, robbery, sexual assault, traffic, and other topics.

Other SDPD services can be requested at the Storefronts and Satellite Offices. These include: home and business security inspections, CPTED residential and business property surveys, vacation house checks, and visits to homebound seniors.

### **b. Other Information Sources**

A great deal of crime prevention material is now available on California's new website for crime and violence prevention at **[www.safestate.org](http://www.safestate.org)**. It contains facts, research, programs, resources, and events dealing with child and elder abuse, domestic violence, substance abuse, gangs and youth violence, high-tech crimes, hate crimes, and others. Another good website is that of the National Crime Prevention Council at **[www.ncpc.org](http://www.ncpc.org)**. Its section on Topics in Crime Prevention contains an extensive collection of crime prevention material for persons, residences, families, businesses, etc. that can be downloaded free.

With the greatly expanded use of personal computers and Internet, e-mail fraud, online shopping and auction frauds, telemarketing fraud, and identity theft are growing problems. Regarding e-mail fraud, delete without replying any suspicious mail, especially the following:

- Business opportunities to make money with little effort or cash outlay
- Offers to sell lists of e-mail addresses or software
- Chain letters involving money
- Work-at-home schemes
- Health and diet claims of scientific breakthroughs, miraculous cures, etc.
- Get-rich-quick schemes
- Free goods offered to fee-paying group members
- Investments promising high rates of return with no risk
- Kits to unscramble cable TV
- Guaranteed loans or credit on easy terms
- Credit repair schemes
- Vacation prize promotions

Regarding telemarketing fraud, be suspicious of all solicitors, especially if the caller:

- Says you have won a prize but asks you to send money first
- Says you have to act right away
- Fails to identify the sponsor, or uses a variation of an official or nationally-recognized name
- Offers to have someone pick up a payment from your home
- Says he or she is a law enforcement officer who will help you for a fee
- Requires you to attend a sales meeting
- Directs you to dial a pay-per-call 900 number

Do not assume a friendly voice belongs to a friend. Never give your credit card, checking account, Social Security number, or any personal information to an unknown caller. You can call the Better Business Bureau of San Diego County at **(858) 496-2131** to check on any unsolicited offers. And visit its website at **[www.sandiego.bbb.org](http://www.sandiego.bbb.org)** for general consumer information and tips on avoiding various types of fraud.

For additional information call Know Fraud at **(877) 987-3728** or visit its website at **[www.consumer.gov/knowfraud](http://www.consumer.gov/knowfraud)**. Other places to contact include the Federal Trade Commission Consumer Response Center at **(877) 382-4357** and **[www.ftc.gov](http://www.ftc.gov)**, Federal Communications Commission Consumer Center at **(888) 225-5322** and **[www.fcc.gov/ccb/consumer\\_news/](http://www.fcc.gov/ccb/consumer_news/)**, and California Department of Consumer Affairs Consumer Information Center at **(800) 952-5210** and **[www.dca.ca.gov/r\\_r/Telemark.pdf](http://www.dca.ca.gov/r_r/Telemark.pdf)**.

Regarding identity theft, some of the things you can do to minimize your risk are listed below.

- Give out credit card, bank account, or other personal information only when you have initiated the contact or know and trust the person you are dealing with.
- Put passwords on your credit card, bank, and other accounts. Avoid using easily remembered numbers or available information like mother's maiden name, date of birth, or phone number.
- Cancel accounts you do not use or need.
- Pay attention to billing cycles. Check with creditors if you miss a bill to make sure that your address has not been changed without your knowledge.
- Use your Social Service number only when it is required by a government agency, employer, or financial institution. Never use it for identification. Don't carry it in your wallet.
- Do not have your Social Security or drivers license number printed on your checks.
- Shred or tear up any financial documents before throwing them in the trash. Destroy all pre-approved credit offers, blank checks, etc. Bring credit card receipts home for disposition.
- Obtain a copy of your credit report from each of the credit reporting agencies: Experian at **(888) 397-3742**, Equifax at **(800) 525-6285**, and Trans Union at **(800) 680-7289**. Check to see whether any additional accounts were opened without your consent, or whether any unauthorized charges were billed to your accounts.
- Deposit mail in boxes or slots inside a post office. Use an outside box only if there is another pickup that day. It is not safe to leave mail in a box overnight. Also, do not leave mail for pickups from personal curbside boxes or cluster box units.

- Pick up your mail as soon as possible after it arrives in your personal curbside box or cluster box unit. If this is not possible, have a trusted friend or neighbor collect your mail, especially if you are expecting a check or credit card. Consider having blank checks mailed to your bank for collection. If your box has a lock, make sure it works.
- Report the non-receipt of expected valuable mail by calling the sender and the Postal Inspection Service as soon as possible.

To file a complaint or obtain additional information call the Federal Trade Commission's Identity Theft Hotline at **(877) 438-4338** or visit its website at **[www.consumer.gov/theft](http://www.consumer.gov/theft)**. Tips on avoiding and resolving identity theft problems are available on the State of California Department of Consumer Affairs website at **[www.dca.ca.gov/legal/](http://www.dca.ca.gov/legal/)**. Legal Guide P-3 also explains your rights and liabilities under California law when your credit identity is stolen. Another useful website is that of the Identity Theft Resource Center at **[www.idtheftcenter.org](http://www.idtheftcenter.org)**. It contains information ranging from advice for people who have had a wallet stolen to tips for reducing the risks of identity theft.

## **8. KNOWING ABOUT CRIME AND DISORDER IN YOUR COMMUNITY**

A first step you can take in addressing and solving crime and disorder problems in your community is to become informed about the kinds, frequencies, and locations of such incidents. A great deal of statistical information about crime by neighborhood is now available on the Internet. Residence locations of registered sex offenders are also available. City public libraries have some summary statistical information as well as computer terminals for Internet access. Although comparable information on disorder is not available, the existence of graffiti, litter, abandoned vehicles, and other code violations should be obvious to concerned residents.

The SDPD Internet website at **[www.sandiego.gov/police](http://www.sandiego.gov/police)** contains the following crime data under Crime Facts and Figures:

- Date, time, and hundred-block location of FBI index crimes (major types of violent and property crimes that affect the general public) for the past 30 days by City neighborhood
- Numbers of index crimes and crime rates by neighborhood and month for the previous three months
- Numbers of index crimes and crime rates by neighborhood for the previous year
- Numbers of index crimes and crime rates for the entire city by year since 1950
- Maps of index and other crime locations, traffic accidents and citations, and arrests and citations for narcotics, prostitution, public drunkenness, truancy, and curfew violations for any range of dates in the past two months
- SDPD's top 10 most-wanted list

The SDPD website also contains a map of "high risk" and "serious" registered sex offender residence locations for the County of San Diego. Searches can be made by street address or intersection, school, library, or park. The symbols identify the general location where a registered offender lives. The zoom capability has been limited and symbols enlarged to keep the exact location from being determined. Although the map is updated monthly, the City cannot guarantee its accuracy. Offenders may have moved and failed to notify the SDPD as required by law. Also, the locations of "transient" offenders, i.e., ones without an established address, are not included.

Additional information about sex offenders can be obtained at SDPD Headquarters at 1400 E St. between the hours of 8 a.m. and 4 p.m. Monday through Friday. This database can be viewed by any California resident 18 years of age or older who has a California Drivers License or a Military ID, and no felony convictions. It can also be viewed by a minor accompanied by a parent or guardian. The database can be searched by ZIP code, county, or offender's name. It contains the registrant's picture, violations committed, tattoos, aliases, and the ZIP code of his/her residence.

Information is also available on other police services and career opportunities. Anyone with a personal computer (PC) and modem with Internet access can obtain this information directly. Persons who do not have a PC can use the computer terminals available at all City public libraries.

San Diego County's Automated Regional Justice Information System (ARJIS) website at **[www.arjis.org](http://www.arjis.org)** contains crime data for the past 30 months from which additional crime statistics reports and graphs can be generated. Numbers of index crimes can be tabulated and graphed by type, month, and city. And for the City of San Diego, statistics can be generated for beats, command areas, service areas, council districts, and neighborhoods.

A new service called Neighborhood eWatch enables you to receive automatic e-mail alerts of recent crime activity within a specified radius of any address or intersection in San Diego. You can subscribe at no cost by going to <http://ewatch.sandiego.gov> and entering an address or intersection of interest and a radius about that point, selecting the types of crimes of concern, and providing your e-mail address.

## **9. ADDRESSING AND SOLVING COMMUNITY PROBLEMS**

Individuals, community groups, and businesses can address and solve many types of crime and disorder problems on their own. Examples are given in this section to show how: (a) neighbors can get rid of drug dealing and other public nuisances; (b) rental property owners and managers can stop illegal activities on rental properties; (c) tenants can improve the security of rental units; (d) tenants can improve the habitability of rental units; (e) community groups can clean up litter, trash, pollution, and inoperable vehicles; (f) property owners, retailers, individuals, and community groups can get rid of graffiti; (g) neighbors can resolve conflicts; and (h) businesses and other organizations can engage in crime fighting.

Communities can also take action against some of the root causes of crime by boycotting and picketing uncooperative businesses and landlords, and by holding job fairs and community events.

**a. Drug Dealing and Other Public Nuisances.** Safe Streets Now! is a project developed by the Drug Abatement Institute in Oakland, CA that shows individuals how to get rid of drug dealing in their neighborhood in a safe, fast, effective, and economic way. The basis for this action is a California law that makes property owners responsible for using their property in an ordinary and reasonable manner that is conducive to the peace and harmony of the neighborhood and does not interfere with the comfortable enjoyment of life or property. Property owners violate this law by maintaining a drug house or allowing one to exist on their property because drug activities introduce fear, violence, noise, litter, and health risks to a neighborhood, and destroy its peace and harmony. Under Safe Streets the affected individuals work together to collect evidence of drug activities and their effects on the neighborhood, and then notify the property owner and demand that actions be taken to stop these activities. If the owner does not comply, the neighbors would sue the property owner in Small Claims Court for maintaining a public nuisance. Information about this project can be obtained by calling the Safe Streets Office at **(619) 299-5408** or by visiting your local SDPD Storefront or Satellite Office. Additional information about controlling drugs in your neighborhood can be obtained by calling the Drug Information and Strategy Clearinghouse at **(800) 578-3472**.

Safe Streets Now! also helps neighbors get rid of other public nuisances such as gang activities, prostitution, illegal sales of alcoholic beverages, excessive noise, and “eye-sore” properties.

**b. Illegal Activities on Rental Properties.** The San Diego County Apartment Association (SDCAA) holds half-day *Drug and Crime-Free Housing* seminars twice a year that provide an in-depth look at crime and disorder situations encountered in the community, and present practical information on ways to prevent drug and other illegal activities on rental properties. Participants who complete the training receive certificates and Zero Drug Tolerance plaques and stickers. Call the SDCAA at **(619) 297-1000** for information about these seminars, participation in the California Apartment Association's Industry Standards Program, and other services available to rental property owners and managers on dealing with drugs, gangs, graffiti, etc.

**c. Security of Rental Units.** Landlords have a duty to provide adequate security for you and your property in rental units. If you think you need additional security, present your landlord with a written request that cites neighborhood crime statistics. Ways to obtain these statistics are discussed in Sec. 8 above. If the landlord refuses to improve security, you can call the Neighborhood House Association's Tenant/Landlord Hotline at **(619) 262-0663** for advice regarding further actions. If the situation is critical, you should call a Neighborhood House counselor at **(619) 263-7761**.

**d. Habitability of Rental Units.** Problems regarding habitability usually result from violations of the City's Housing and Building Codes. They should be reported to the Neighborhood Code Compliance Department at **(619) 236-5500**.

**e. Litter, Trash, Pollution, and Inoperable Vehicles.** I Love a Clean San Diego (ILCSD) is a non-profit environmental organization that operates under contract with the City's Environmental Services Department to assist the City and the community in dealing with trash, litter, recycling, and other environmental problems, e.g., storm drain

pollution. One of its functions is to help community groups plan, organize, and carry out cleanups of neighborhoods and certain public properties, e.g., alleys, canyons, and beaches. ILCSD will provide trash bags, dumpsters, publicity, and some volunteer helpers for your cleanups. It will also provide speakers and informational material on ways to protect the environment. Call ILCSD at **(858) 467-0103** regarding cleanups and at **(858) 467-0903** regarding recycling.

ILCSD also holds an annual Storm Drain Stenciling Day to educate the public about this pollution problem. The stencils include a likeness of a dolphin or duck and the phrase *"No Dumping, I Live Downstream."*

You can also call the City of San Diego's Solid Waste Enforcement Unit at **(858) 492-5055** to find out when special pickups of litter and other waste are planned in your neighborhood.

There are several non-profit social service organizations you can call to have an inoperable vehicle you own removed from your property at no cost. One is Volunteers of America at **(800) 862-1896**. It will take any vehicle as long as it has an engine and transmission. Another is Children's Hospital and Health Center at **(800) 544-5136**.

**f. Graffiti.** Graffiti should be removed immediately. When allowed to remain, it is both a public nuisance and a magnet for more graffiti and other crimes. Information about dealing with graffiti can be obtained by calling the City's Graffiti Control Hotline at **(619) 525-8522**.

Additional information can be obtained from the National Coalition for Graffiti Removal at **(800) 346-1633**. It provides local and national advocacy for graffiti removal. The Coalition's local groups deal with youth mentoring and education, graffiti awareness and removal, graffiti control legislation, graffiti removal techniques and products, business and retailer activities, etc.

Ways that property owners, retailers, and individuals and community groups can deal with graffiti are discussed below.

**1- Property Owners.** The City Municipal Code makes property owners responsible for the prompt removal of graffiti on their property. This applies even if they did not put it there. Owners can call the Graffiti Control Hotline at **(619) 525-8522** for information on graffiti removal and prevention. Information is available on the best removal techniques, how to get free paint, how to deal with graffiti on dumpsters and similar units on the property, and prevention measures such as protective coatings, landscaping, and lighting. Owners concerned about their safety while removing graffiti should call their local SDPD Area Station and request that a patrol officer be made aware of the time and location of their activities. Owners that cannot or do not want to remove the graffiti can give the City permission to remove it at no cost.

**2- Retailers.** Local laws make it unlawful for any person to sell, exchange, give, or loan any aerosol paint cans or glass etching products to any minor unless that person provides for the supervision of the minor's lawful use of the product. The City's Municipal Code and Responsible Retailer Project suggest actions retailers can take to reduce theft and stop illegal sales to minors. Information about this Project can be obtained by calling the Graffiti Control Hotline.

**3- Individuals and Community Groups.** When the graffiti in a community becomes overwhelming and the City and property owners are unable to deal with it fast enough, individuals and community groups should consider removing the graffiti themselves. The Graffiti Control Hotline will provide assistance in organizing and coordinating paint-outs, getting consent from property owners, obtaining free paint, and getting help from juveniles and others who are required to perform community service.

Communities with a serious graffiti problem should consider forming a permanent organization to deal with the graffiti. One such organization is Project CLEAN. It has been in existence in City Heights since 1986 and has developed a wealth of experience in dealing with graffiti. It will provide advice to other groups regarding strategies and tactics for graffiti and litter removal, the kinds of paint and other substances to use for painting over or removing graffiti on various surfaces, how to get free paint, and ways to raise money for supplies. Call Project CLEAN at **(619) 563-4014** for assistance.

**g. Neighborhood Conflicts.** Conflicts involving land use, noise, pets, harassment, personalities, etc. can disrupt the peace in a community. One way to deal with these conflicts before they get out of hand is through mediation, wherein



the disputing parties meet with trained, impartial mediators to resolve their problems. Neighbors interested in mediation should call the San Diego Mediation Center at (619) 238-2400 for information about their services.

**h. Crime in General.** Although they do not address and solve specific problems, many businesses and other organizations are active in crime fighting. One example is the San Diego Crime Commission. This independent non-profit organization is working to educate youth of the deadly trap of drugs, educate seniors of efforts to defraud them in various ways, and educate the general public about the nature of crime and what can be done about it. Its objectives are to report crime conditions, encourage communities and businesses to fulfill their responsibilities in crime control, serve as a media resource on crime matters, promote cooperation and coordination among justice agencies and law enforcement organizations, and review and propose new legislation that enhances law enforcement. It publishes a monthly newsletter and several other crime prevention and control programs. Call the Commission at (858) 495-0398 or view its website at [www.sandiegoinsider.com/community/groups/sdcrimecom](http://www.sandiegoinsider.com/community/groups/sdcrimecom) for more information about its activities.

## 10. WORKING WITH THE POLICE TO SOLVE OTHER PROBLEMS

Individuals, community groups, and businesses can work together with the police in many ways to deal with other problems. Some examples of problem-solving partnerships between the SDPD and neighbors, property owners, community groups, businesses, and community group subcommittees are presented below.

**a. Neighbors.** These examples show how the SDPD and a group of neighbors can work together and deal with a problem tenant, transient, and owner/occupant.

**1- Problem Tenant.** The tenant in a rental house was a suspected drug user, burglar, and general neighborhood troublemaker. A police officer working in the community got the neighbors to report all suspicious activities at the house for a period of about three months. This resulted in several arrests of the tenant and persons visiting the house. Bail enhancement was obtained on a charge against the tenant of stealing electricity from SDG&E. It was based on the totality of the problems the tenant was causing. Eviction proceedings began while the tenant was in jail. He was evicted a few days after he was released. As a result, the numbers of thefts and burglaries in the area and the constant traffic in and out of the house dropped significantly.

**2- Problem Transient.** The problem in this example was a violent, crazy transient who was terrorizing a neighborhood with acts of vandalism, cruelty to animals, theft, fear, and harassment. Because most of these offenses were either minor in nature or not witnessed, police action alone was not able to stop them. A police officer assisted in the collection of signatures from about 50 of the neighbors to obtain a permanent restraining order from the court to keep the transient off their property. The neighbors began to report violations and the transient was taken to court and jail repeatedly. This solved the problem.

**3- Problem Owner/Occupant.** This person's yard was full of trash, abandoned vehicles, and other scavenged possessions. The burning of computer components in the fireplace sent toxic smoke into the neighborhood. There was also noise and drug trafficking. The police helped the neighbors document these problems and prepare a case to be taken to Small Claims Court. The officers also worked with a code compliance investigator, city attorney, vehicle abatement and other police officers, utility officials, and others to deal with the various code violations and crimes being committed on the property. After months of effort, the owner sold the house. The yard has been cleaned up, the house renovated, and the problem solved.

**b. Property Owners.** These examples show how the SDPD works with property owners and others to stop drug and other illegal activities.

**1- DART.** As a member of the City's Drug Abatement Response Team (DART), the SDPD notifies property owners of drug arrests on their property and suggests measures that will help the owner deal with the drug problem and avoid the penalties for maintaining a public nuisance specified in the California Drug Abatement Act. In many cases the owners were not aware of the drug activities and evicted the persons involved.

**2- Landlord Training Program.** This SDPD program is designed to promote positive and responsible partnerships between landlords, tenants, and the SDPD, and to enable them to make apartments and rental houses free of crime. The program instructs landlords how to do the following: (1) manage property in ways that prevent illegal activities; (2) provide security for property; (3) screen tenants; (4) recognize narcotics, drug use, and drug paraphernalia; (5) recognize illegal activity and report it to the SDPD; (6) use problem solving methods in dealing with illegal activities; and (7) take action when illegal activity begins. The program is free and is given regularly throughout the City. Call the SDPD Neighborhood Policing Resource Team at **(619) 531-2230** to enroll and obtain further information.

**3- Block Cleanup.** Evans Street between Imperial and Commercial was a jumble of houses and businesses with a long history of various crimes. In addition to high enforcement, SDPD officers had property owners provide information on illegal activities, sign letters authorizing arrests for trespass, evict tenants engaged in illegal activities, allow a burned structure to be removed and problem lots cleaned up, and sell properties that they were unable or unwilling to maintain. Several local businesses helped in the demolition and clean up. These actions resulted in near elimination of illegal activities and a reduction in calls for service from over four per day to less than one per week.

**4- Hotel/Motel Training Program.** This SDPD is designed to build strong relationships between hotel/motel owners and employees, and the SDPD to help keep neighborhoods free of drugs, prostitution, and other criminal activities. This program is free to hotel/motel owners, managers, and other employees. It teaches ways to screen guests, prevent and reduce the risks of robberies, and recognize and deal with gang and drug activities, and prostitution. Call the SDPD Neighborhood Policing Resource Team at **(619) 531-2837** to enroll and obtain further information.

**c. Community Groups.** These examples illustrate the kinds of problems that the SDPD and community groups have addressed.

**1- Pacific Beach.** The SDPD joined with the Pacific Beach Business Improvement District, the Pacific Beach Town Council, the Community Christian Service Agency, several other groups, other City agencies, and concerned community members and property owners in an umbrella group called the Pacific Beach Steering Committee on Community Issues to deal with the problems associated with homeless people, particularly public drunkenness, loitering, and aggressive panhandling. The Committee produced 500 educational kits to familiarize the community with homeless service providers and provide hints about dealing with the homeless problems. The hints included recommendations for placing locks on dumpsters, not selling alcohol to persons who are intoxicated or have an alcohol abuse problem, calling the police to report incidents of aggressive panhandling, donating money to homeless service providers instead of giving it to panhandlers, asking loiterers to leave business premises, removing graffiti within 24 hours of sighting it, etc. In coordination with this community educational effort, the SDPD planned a community-wide crackdown on transients and the related problems, and held a community meeting to discuss their plan.

**2- Sherman Heights.** A group of individuals and businesses associated with the Sherman Heights Community Center formed a subcommittee called FOCUS (Focusing On Community Unkempt Sites) to deal with the problems caused by slum landlords. The subcommittee identifies neglected properties that have been long-time eyesores and health hazards in the community, contacts the owners about cleaning them up, and meets monthly with personnel from the SDPD and Neighborhood Code Compliance Department to discuss their progress. If FOCUS needs help, police and code enforcement officers will inspect the properties and use their authority to compel compliance with the applicable laws. This approach has been very successful in creating a safer and healthier environment in the community.

**d. Businesses.** These examples show how the SDPD and one or more businesses can work together to solve problems.

**1- Single Business.** A SDPD detective worked with the regional security director of Pizza Hut to find a way to reduce the number of robberies of its pizza delivery drivers. A review of Pizza Hut's Policies and Procedures Manual showed that it did not deal adequately with driver safety. Surveys of drivers, outlet managers, police officers, and police communications personnel were carried out to identify specific problems and concerns

regarding the robberies. The company's policies and procedures for driver training and safety were then revised. This resulted in a 40 percent reduction in robberies in the following year.

**2- Merchants and Financial Institutions.** In September 1997 the SDPD introduced Operation Thumbprint, a new program designed to deter financial fraud and identity theft. Participating retail merchants and financial institutions would ask their customers to place an inkless thumbprint on checks, credit-card slips, and other negotiable instruments. This procedure has been proven to deter fraud and apprehend criminals. Businesses interested in taking part in this program and learning what else they can do to prevent check fraud should call the SDPD's Financial Crimes Unit at **(619) 531-2545** Monday through Friday from 8:00 a.m. to 6:00 p.m.

**3- Area Merchants.** The SDPD and 28 merchants on Midway Drive dealt with a local prostitution problem by getting restraining orders to keep the women from loitering and soliciting within 100 yards of their businesses. SDPD officers compiled a list of the women involved and gathered declarations from the merchants that described the nuisance the prostitutes had created. Prostitution was drastically reduced because the threat of being thrown in jail for violating a court restraining order was much greater than the risk of being caught loitering or soliciting.

**4- Industry Group.** The San Diego Hospitality Resource Panel is an alliance of business associations, government agencies, and community organizations dedicated to developing safe communities and healthy businesses through the promotion of responsible hospitality principles and practices, especially those involving alcoholic beverages. The SDPD works with the Panel in providing education and training on codes and regulations, inspection and enforcement procedures, and responsibilities for public order and safety. Further information about the Panel can be obtained by calling **(619) 234-2005** or viewing its website at **www.hospitality.org/hrp**.

**5- Property and Business Improvement District.** A PBID has been created to provide a variety of public services to downtown San Diego property owners. The main element of this Clean and Safe program is a team of 24 uniformed, unarmed Community Ambassadors who patrol the downtown area on foot and bicycle. They are trained by the SDPD to act as additional “eyes and ears” to help identify crime and public safety problems. They are also equipped with means of communicating directly with the SDPD. Their presence is expected to deter aggressive panhandling, vandalism, and other nuisance crimes and undesirable behavior. The Ambassadors also provide directions and information about the downtown area to residents and visitors, and work with the Homeless Outreach Team in making social service referrals. The program also funds 24 Maintenance Ambassadors who power-wash sidewalks, remove trash, and maintain landscaping.

## **11. VOLUNTEERING SERVICES**

The SDPD has a wide range of opportunities for volunteer work (without compensation) by community members. Opportunities for police-related work also exist in community organizations such as Neighborhood Watch and Citizens Patrol that are recognized and supported by the SDPD. There are also many opportunities in various youth programs and groups that deal with specific problems.

Community groups can volunteer their services as well. They should contact the Community Relations Officer at their local SDPD Area Station to discuss how they can help to make Neighborhood Policing work in their community.

In addition to volunteering services, businesses and other organizations are encouraged to make their facilities available for use by community groups for meetings and other events.

Many volunteer opportunities also exist in groups that deal with specific problems. The Community Relations Officer in your local SDPD Area Station can help you match your interests with the activities of these groups. If no group exists, you may want to start one yourself. Call the SDPD Neighborhood Policing Resource Team at **(619) 531-1554** for information regarding community mobilizing.

**a. SDPD Volunteer Programs.** The SDPD's volunteer programs includes the Volunteers in Policing (VIP), Retired Senior Volunteer Patrol (RSVP), Crisis Intervention, Volunteer Police Interpreters, Cadet, Reserve Officer, Intern, and Emergency Management programs.

**1- Volunteers in Policing.** VIPs form a core support group at every SDPD facility. They participate in clerical, administrative, technical, and professional activities. They assist in taking "cold" crime reports, fingerprinting, translating, staffing Storefronts and Satellite Offices, developing operations manuals, and carrying out various types of computer work. Call **(619) 531-1503** for more information about these VIP opportunities.

**2- Retired Senior Volunteer Patrol.** The RSVP is comprised of volunteers age 55 and older who patrol and observe neighborhoods, check homes of vacationing residents, visit homebound and isolated persons, conduct safety talks for school children and senior groups, etc. RSVP personnel patrol in specially-marked police vehicles and carry police radios in the event police intervention is required. Call **(619) 531-1507** for further information about the RSVP program.

**3- Crisis Intervention Team.** These volunteers receive special training in crisis response techniques. At the request of officers or detectives, they respond to crisis incidents to assist persons who have been traumatized by a crime or other critical event. Interventionists provide immediate emotional support, referrals for longer-term needs, and information on resources for housing, food, legal, and other types of assistance. Their work enables officers and detectives to focus on their other duties. Call **(619) 531-1504** for further information about the Crisis Intervention program.

**4- Volunteer Police Interpreters.** These volunteers assist SDPD officers and detectives by doing translations in the dozens of languages that are used in the city. They speak at least one language in addition to English, and are trained to assist in interview, critical incidents, and other situations. Call **(619) 531-1504** for further information about Interpreters program.

**5- Cadets.** This program is open to youths 16 to 20 years old who have a grade-point average of at least 2.5. It is designed primarily for those who are interested in a career in law enforcement. Youths who qualify receive uniforms and seven days of training in various aspects of police work. Cadets work on special details, e.g., traffic control at parades, ride along with patrol officers as observers, and assist officers in some non-enforcement tasks. Cadets also participate in various Department-sponsored recreational and social activities. Good performance in the program enhances a youth's chances of becoming a police officer. Call SDPD Juvenile Administration at **(619) 531-2136** for more information about this program.

**6- Reserves.** This program is open to persons with full-time jobs who want to make San Diego a better place to live by becoming a reserve police officer. Reserve officers supplement and assist the SDPD at such times when additional police personnel are needed above and beyond those regularly employed as police officers. Persons who qualify for this program receive about 500 hours of training at the San Diego Regional Public Safety Training Institute over a period of about eight months. They also receive about 300 hours of field training and all necessary safety equipment. However, the officers must provide their own leather gear and uniforms and do not receive any monetary compensation other than an initial uniform reimbursement and a yearly uniform maintenance allowance. After their training reserve officers are expected to work at least 24 hours a month and attend monthly training meetings. Persons interested in this program should contact the SDPD Reserve Program at **(619) 531-2234**.

**7- Interns.** This program provides qualified students with practical working experience that complements their academic course work as well as course credit. It also provides the City with an opportunity to involve students in various aspects of police work. Interns work in Crime Analysis, Juvenile Administration, Crime Laboratory, and other units. Intern durations are limited to one year. The hours are flexible. Students interested in this program should contact the SDPD Personnel Department at **(619) 531-2126**.

**8- Emergency Management.** Emergency Management Volunteers (EMVs) are on call 24 hours a day, 7 days a week to assist police officers in special events, flood/high-surf operations, missing persons searches, and other emergency situations. They are trained in command post operations, communications, first aid and CPR, urban search operations, damage assessment, and other areas. Volunteers must be at least 21 years old, be in good health, and have a valid California driver's license and own transportation with valid insurance. They buy their own uniforms. Persons interested in this program should contact the SDPD Critical Incident Management Unit at **(619) 533-6536**.

**b. SDPD-Recognized Community Groups.** Three community groups that are recognized and supported by the SDPD are Neighborhood Watch, Citizens Patrol, and San Diegans United for Safe Neighborhoods.

**1- Neighborhood Watch.** Neighborhood Watch is a police/community crime prevention and problem solving partnership that has been successful in reducing many types of neighborhood crime. Individuals are trained to recognize and report suspicious activities, to identify and solve community problems, and to protect themselves, their property, and their families against crime and disorder. (It is not neighborhood guard duty.) Those interested can join a group, become a Block Captain, or become a Community Coordinator. Membership and leadership information is available at the SDPD Storefronts and Satellite Offices.

Neighborhood Watch is not limited to individuals in a neighborhood. Businesses in a neighborhood or a shopping center can organize groups as well to deal with their special problems.

**2- Citizens Patrol.** Citizens Patrols are community groups whose members provide extra "eyes and ears" for the police. They help deter crime and make the streets safe in their communities. Volunteers patrol the streets in their own vehicles. They take notes, get good descriptions of suspicious persons and activities, and contact the police when they observe possible criminal activities. You can obtain membership information by calling the Citizens Patrol Office at **(619) 299-5408**.

**3- San Diegans United for Safe Neighborhoods.** This non-profit, public benefit corporation was organized in 1990 to help residents of the Mid-City area deal with various crime issues, and promote neighborhood pride and protection. It sponsors local Citizens Patrol and Neighborhood Watch groups, and a monthly graffiti paint-out program. It also acts as the fiscal agent for the local SDPD RSVP programs. Call **(619) 282-7741** for more information about this group.

**c. Youth Programs.** There are many youth programs that depend on support by volunteers. One example is the City's Sports Training, Academics, and Recreation (STAR) program, sponsored by the SDPD in conjunction with the City's Libraries, Park and Recreation Department, and Fire Department. This program is now merged with the County's Police Athletic League (PAL). The goals of this county-wide program are to: (1) provide academic and athletic opportunities for youths, (2) establish new programs, (3) hold city-wide competitions in a variety of activities, and (4) create positive relationships between youths and police officers, other City and County personnel, and community members. STAR/PAL relies heavily on volunteers to staff its programs. Call the STAR/PAL Office at **(619) 531-2718** for more information.

## **12. COMMENTING ON SDPD PERSONNEL PERFORMANCE IN NEIGHBORHOOD POLICING**

Individuals, community groups, and businesses can provide a useful service by providing comments, favorable as well as unfavorable, on the performance of SDPD personnel in their practice of Neighborhood Policing. These comments should be directed to the Division Captain at your local SDPD Area Station. They will help supervisors assess the strengths and weaknesses of their team members, and determine future training needs. Comments about outstanding performance are considered in evaluations and promotions, and thus are greatly appreciated by SDPD personnel.

## **IV. CONCLUDING REMARKS**

Even though the SDPD is a nationally-recognized leader in Neighborhood Policing, lasting solutions to San Diego's crime and disorder problems will not come from the best efforts of the SDPD alone. All elements of the City have certain responsibilities and must work together on these problems if San Diego is really to be "America's Finest City." The definition and discussion of the responsibilities of individuals, community groups, and businesses presented in this document is a first step in attaining this goal.

## SDPD FACILITIES

(Current as of April 1, 2004. Call the Area Stations for latest locations and phone numbers.)

Area Station/Facility	Address	Phone
<b>Central Division</b>	<b>2501 Imperial Ave. SD 92102</b>	<b>(619) 744-9500</b>
Balboa Park Storefront	1549 El Prado SD 92101	(619) 685-8206
Gaslamp Storefront	205 G St. SD 92101	(619) 531-1544
Logan Heights Storefront	446 26th St. Ste. 102 SD 92102	(619) 531-1572
Golden Hill CSC	2469 Broadway SD 92102	(619) 235-5280
<b>Eastern Division</b>	<b>9225 Aero Dr. SD 92123</b>	<b>(858) 495-7900</b>
Mission Gorge/Navajo CSC	7381 Jackson Dr. SD 92119	(619) 287-7787
Tierrasanta CSC	10615 E. Tierrasanta Blvd. SD 92124	(858) 573-5004
<b>Mid-City Division</b>	<b>4310 Landis St. SD 92105</b>	<b>(619) 516-3000</b>
City Heights West Storefront	3636 University Ave. SD 92104	(619) 516-3180
Multi-Cultural Community Relations Office	5348 University Ave. Ste. 100 SD 92105	(619) 531-1590
Adams Ave Satellite	3905 Adams Ave. SD 92116	(619) 531-2383
City Heights East/Colina Park Satellite	5348 University Ave. Ste. 100 SD 92105	(619) 515-2733
East San Diego Storefront	5871 University Ave. Ste. 332 SD 92115	(619) 531-1580
<b>Northeastern Division</b>	<b>13396 Salmon River Rd. SD 92129</b>	<b>(858) 538-8000</b>
Diamond Gateway Storefront	10175 Rancho Carmel Dr. Ste. 116 SD 92128	(858) 538-8092
Rancho Bernardo Satellite	17110 Bernardo Center Dr. 2d Floor SD 92128	(858) 538-8146
Mira Mesa/Scripps Ranch Storefront	8450 Mira Mesa Blvd. Ste. A SD 92126	(858) 538-8120
<b>Northern Division</b>	<b>4275 Eastgate Mall SD 92037</b>	<b>(858) 552-1700</b>
Beach and Bay Community Storefront	4439 Olney St. SD 92109	(858) 581-9920
Carmel Valley CSC	3840 Valley Center Dr. Ste. 602 SD 92130	(858) 552-1619
Clairemont/University City CSC	4731 Clairemont Dr. SD 92117	(858) 581-4123
La Jolla Satellite	615 Prospect St. D 92037	(858) 552-1744
<b>Southeastern Division</b>	<b>7222 Skyline Dr. SD 92114</b>	<b>(619) 527-3500</b>
Market Street CSC	4690 Market St. Ste. D-20 SD 92102	(619) 527-3487
Paradise Hills Satellite	6919 Paradise Valley Rd. Ste. 9 SD 92139	(619) 527-3541
<b>Southern Division</b>	<b>1120 27th St. SD 92154</b>	<b>(619) 424-0400</b>
San Ysidro Storefront	663 E. San Ysidro Blvd. SD 92173	(619) 424-0460
Otay/Nestor/Southbay Storefront	695 Saturn Blvd. Ste. E SD 92154	(619) 424-0222
<b>Traffic Division</b>	<b>9265 Aero Dr. SD 92123</b>	<b>(858) 495-7800</b>
<b>Western Division</b>	<b>5215 Gaines St. SD 92110</b>	<b>(619) 692-4800</b>
Linda Vista Community Relations Office	7345 Linda Vista Rd. Ste. A SD 92111	(858) 495-7895
North Park CSC	3960 30 <sup>th</sup> St. SD 92104	(619) 533-5795
Peninsula Storefront	3750 Sports Arena Blvd. Ste. 3 SD 92110	(619) 531-1540
Hillcrest/Uptown Satellite	1040 University Ave. Ste. B-207 SD 92103	(619) 299-7028